

Summer Blockbusters

Back to the Future with IT!

In the movie series *Back to the Future*, Marty McFly jumps back and forth through time in an awesome time-traveling DeLorean to save his existence and others near him. Throughout the movie series, especially the second which takes place in 2015, we get to see a variety of fun and imaginative guesses as to what our world will be in the future. The movie included things like suspended animation kennels, holographic movie theaters, chiropractic hoverbelts, and more. One of my favorites was the sunglasses that were small, portable personal phones. I'm wondering when I'll be able to buy a pair.

The movie reminded me of the evolution of information technology (IT) and how much it's changed over the years. In 1945, a draft report on the EDVAC was written describing the concept of a stored program and is the blueprint for computer architecture to this day. When I first graduated college, mainframes were still heavily used and all the computing power was centralized in the data center. (Gee, isn't that similar to cloud computing?)

Within a year of starting my job, I was fortunate to stumble into one of the first local area networks at Exxon which took advantage of yet another IT breakthrough—Ethernet. While Ethernet was invented at Xerox in 1973, it took many years for it to be widely adopted. About the same time I was rolling out a LAN at Exxon in 1989, across the Atlantic Ocean at CERN, Tim Berners-Lee shared a document entitled, *"Information Management: A Proposal"* which outlined a global hypertext system (a.k.a., the World Wide Web). Travel forward 25 years and my how things have changed!

I recently had the privilege to hear futurist Mark Goodman (you can check him out on YouTube) talk about the explosive development of information technology. He goes on to explain the concept of accelerating returns and how it applies to IT. The example he used: A picture of Apollo 11 and an iPhone. What's the common link? There are more computing cycles in an iPhone today than were available to all of NASA at the time of the Apollo space launch. Each year, computing capabilities double, and then double again, and then double again, and so on. Just imagine what your iPhone or Droid will be in 20 to 30 years. It seems unfathomable to me.

So, what does all this mean to you and me today? Information technology is changing and as business people, we need to leverage it to its fullest potential. In particular, the cloud computing trend has brought many benefits to businesses that simply were out of reach 5-10 years ago. Benefits such as bullet-proof data center technology, access from anywhere, anytime and more. We keep ourselves and our clients abreast of these changes in IT and adjust their technology strategies to achieve their business goals.

Whether it's in the clouds or still on the ground in your own office, IT Radix is prepared to help you get "back to the future" using technology. Wondering if cloud computing can benefit you? Call us today to find out.



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There are more computing cycles in an iPhone today than were available to all of NASA at the time of the Apollo space launch.

Introducing...The Incredibles

Like the Parr family, our IT Radix Sales and Marketing Team has a strong desire to help people and doesn't think twice about jumping into action to save the day! Often working behind the scenes, they provide quality service for our clients—record response time, effective communication and superb client appreciation. If we do say so ourselves, we think we're pretty darn incredible!

We have all the makings of an incredible team! Each of us plays on our strengths, gifts, talents and abilities, and we use our superpowers to help our clients!



Charming **Ron Vreeland** is our lead man, building strong relationships with our clients, both old and new. We know that relationships are key to best assess technology needs and provide personalized services to our clients.



Jo Ann Post's persistence prevails, and she never drops the ball when it comes to client management and business development. Jo Ann plays a key role in our marketing efforts and is the perfect hostess at our client appreciation events, addressing even the minutest detail to make our events fun and enjoyable to all!



Melissa Challan has a real heart for our clients. Her caring demeanor comes through when answering our

phones and working behind the scenes assisting with our marketing efforts as well as general office administration.



Not easily flustered, **Jessica Collora** remains calm in the face of adversity. Jessica works diligently, always with a smile on her face, creating quotes and following up with existing clients.



Jandy Stamm, our resident telecommuter, defies gravity across the miles while incorporating her creativity into our newsletter, website and varied client communications.

Directing operations and staff with an eagle eye – no detail is too small for **Marybeth Smith**, our master of getting it done right.



From dawn til dark, she ensures that we all excel at making IT work for our clients.

The Incredibles

A Disney-Pixar gem that emphasizes the importance of not denying your talents and working together to achieve success!



Our foreman, **Pat Brennan**, goes to infinity and beyond when it comes to client service. Quickly determining needs and priority, he strategically identifies the right tech for the job.



Kris Swain works behind the scenes in our accounting and software/hardware renewal management departments. Kris' patience and flexibility shine through while learning new ways to help our clients ensure that subscriptions and warranties don't lapse and things don't fall through the cracks.

Our **IT Radix** team of superheroes are faster than a speeding bullet, able to leap tall buildings in a single bound and ready, at a moment's notice, to save the day for our valued clients.



OUR CLIENTS SPEAK OUT:

THE BUZZ

"We decided to work with IT Radix because we were not happy with the management of our computers and servers. We had no idea what was going on behind the scenes. After years of being complacent, we decided that it was time to become more involved. IT Radix was there to guide us through the transition process step by step and they continue to help us get through our questions and offer guidance. IT is another language to us, and we now have a good understanding of our system and feel fully confident in the management of our technology. IT Radix made the transition process easier than expected. Our only regret is that we didn't take control sooner."

Marya Maher, Generali Employee Benefits

Know Your IT Provider...Trust your Sixth Sense



Review from **Mike Oster**, IT Radix Senior IT Consultant.

Who doesn't love a big blockbuster movie? I sure do. My favorites are the big action movies. You

know the ones...lots of explosions, car chases and the like (maybe not the most popular with some of the highbrows amongst us). The big action starts with those great one liners. Come on, admit it...you like them too. We're all friends here and I won't tell anyone. These movies all seem to get a bad rap of having no plot and little redeeming value. I disagree.

Take for example one of my all-time favorites, *Live Free or Die Hard*. (I know, another unpopular choice. What "real" Die Hard fan would name this one as a favorite?) In this movie our hero, John McClane, battles a cyber-terrorist. Now, we quickly learn that the mighty McClane is not really much of a computer geek. As a matter of fact my Mom may be better with computers than he is. But this doesn't stop him from trying to save the day. He does enlist the help of a real computer geek but this is not really the point to the story.

Welcome!

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

Grey Sky Films
Gtech USA
Hallock & Cammarota LLP
Landel Bernstein & Kalosieh
Petry Engineering LLC
Plushanski Construction
Run-A-Ton Group
Unigene Laboratories Inc.
Wagner and Associates

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

As the plot unfolds we are made to realize that the bad guy, Thomas Gabriel, is basically hijacking all of the nation's financial data. Possibly crippling the country and making Gabriel rich in the process. Where things get really interesting though is when we find out how Gabriel is able to accomplish such a thing. As it turns out, the systems put in place to prevent this very thing from happening were designed by Gabriel himself. Whoa! Good thing this is just a movie. Umm, right? I mean this couldn't really happen, could it?

Well, I'm not sure that a single individual could ever steal all of the United States' financial data but what about something a bit smaller in scale? Every day we entrust the security of our computer networks to someone else. Maybe it's your 3rd party IT provider. Maybe it's an employee responsible for maintaining your network. So what to do, what to do? You really do have to put your trust in someone to take care of these things for you. But how do you keep your data safe?

Well, here are just a few thoughts to keep in mind when entrusting your computer network to an IT provider.

The first is the simplest. Entrust your network to someone you, well, trust. When you are interviewing potential IT providers they will all have very technical things to say about everything. It will all sound great and may be a bit overwhelming. But, does the person you are interviewing seem honest? Do they seem comfortable speaking with you? I would suggest simply trusting your "gut" on this one.

Make sure you request, no, **INSIST**, that you receive all passwords for all of your equipment. Remember this network is yours not your IT provider's. Don't let them "hold you hostage." If they are unwilling to provide you with **YOUR** passwords, run for the hills. A good IT provider will provide this information to you on request. Or, better yet, as part of regular reports. Make sure the list of passwords includes **ALL** passwords you

might need should you ever want to change IT providers. This list should include:

- Computer/Network Administrator
- Firewall
- Router
- Any online services like Web Host, Domain Registrar, Email Provider, etc.

Use a little bit of caution when it comes to end-user passwords. Your IT provider will no doubt be creating and maintaining end user accounts and will no doubt come into contact with end-user passwords. I would suggest resisting the urge to have your IT provider document or track these user passwords for you. A better scenario is one where your users keep track of their own passwords and the IT provider can reset that password when necessary.

Know what your IT provider is installing on your network. It will undoubtedly be necessary to install software to aid in the maintenance of your equipment. You should know what is being introduced into your network. Even if you don't necessarily understand what the software is or what it does, you should know that it's there.

Remember, above all else, this is **YOUR** network. You have every right to know what's going on with it. Your IT provider should make this all very easy and transparent for you. There should be no secrets. You are putting a lot of trust in your IT provider; the least they can do for you is to be completely open and honest with everything they do.

You have to wonder, maybe, just maybe, if the Department of Defense had taken some of these precautions when dealing with Thomas Gabriel they wouldn't have needed John McClane to bail them out.

Finding a reputable IT company can be risky business. It might even seem like a mission impossible. But, you can trust your sixth sense and count on the staff at **IT Radix** to be your trusted IT provider!

Fast and Furious: Windows 8



True to its name, the summer blockbuster *Furious 6* is souped-up and turbo-charged, offering an exhilarating thrill ride for all those speed-loving fans out there!

Microsoft is a fan of speed and power too!

While Windows 7 continues to be a fast and efficient operating system (OS), Microsoft broke the sound barrier with Windows 8. Building upon Windows 7 architecture, Windows 8 has proven to be an OS that is even faster and stronger. With its speed and longer lasting battery power, Windows 8 is sure to be a real crowd pleaser!

Faster

The first thing you'll notice with Windows 8 is that it boots up much faster than Windows 7, Vista or XP. (All the more reason to get the XP out!) The reason behind this new and improved startup is when you shut down a Windows 7 (or older version) PC, the slate is wiped clean. When you shut down Windows 8, the low-level system state is saved to your hard drive, just like hibernation. Then, when you boot, only drivers need to be reinitialized, which is a lot faster than loading up the entire

**—Time is Ticking—
Get the XP Out by April 2014!**

operating system. If you want to perform a full "cold" boot (without the kernel being hibernated), simply select Restart from the shutdown menu.

In general, the Windows 8 experience is faster in the areas of startup time, shut down time, wake-up from sleep, multimedia performance, and productivity apps (e.g., Office, Photoshop) performance. However, in areas such as 3D graphic and high-resolution gaming performance, Windows 7 has a slight advantage.

Long-Lasting Power

By designing Windows 8 for tablets, Microsoft was forced to put a lot of effort into streamlining the entire OS for battery-powered mobile devices. As a result, Windows 8 not only boots up faster, but the OS itself consumes less RAM and CPU cycles than Windows 7 and its predecessors. For mobile users this means more battery life and perkier performance.

If you are running older versions of Windows, such as Vista or XP, there's no better time than the present to upgrade to a faster, more powerful operating system. However, if you are running Windows 7 on your current PC, there is no urgency to upgrade the hardware just to run Windows 8...not quite yet!

Apple Strikes Back... Return of the iPad



Jess and Brian Collora, our resident Siskel and Ebert, give Apple a two thumbs up for coolness factor!

Apple is cool. Apple is cutting edge. Of course, don't rely on us to tell you that. Apple itself has strived for years to maintain a reputation of being the cool and hip product that any cool and hip person had to purchase the latest and

greatest version of immediately upon release. Those cool and hip people will stand in line for hours for the special midnight opening of the Apple Store to be one of the first to get the next Apple iThing! This commotion is so commonly known that other cell phone companies have entire ad campaigns to mock the "iGeeks."



For anyone who declares themselves to be an iGeek, the anticipated release of the newest version of an iPad or iPhone is often only matched by *Star Wars* fans anxiously awaiting the latest *Star Wars* movie! In fact, the lines that can form outside of Apple Stores on new product release days can often look like opening night of a summer blockbuster movie!

Just like any pop-culture phenomenon, endless rumors and speculation swirl through the internet, surrounding any announcements of up and coming iPads. Way back in 2010, reputable technology websites were already trying to predict that the 2013 iPad would feature 3D technology! Their staff was designing prototypes of what could be a possible future iPad. Knowing that this imagining happened, it makes me think of that famous line that starts most blockbuster movie trailers:

*In a world where imagination meets design,
only one device can be considered
...(dramatic pause)...the future of technology!*

Fast forward to today and virtually any information on the iPad 5 is still speculation and rumor! Even the exact release date is still a mystery! The main difference between 2010 and now is that now there are real prototypes of the iPad 5 out there, and pictures are being taken and leaked online for all inquisitive iGeeks to study and probe. The photos show proof that the new iPad will be a bit thinner and lighter than the previous. Other rumors suggest the possibilities of a cover that will hold the iPad's charge when not in use, a vibrate mode, stronger/thicker glass and possibly a flexible/bendable iPad.

Apple is sure to remain tight-lipped on any new technology it is developing until the release is officially announced. But when a cast member of *Star Wars* leaks pictures of the movie set, die-hard *Star Wars* fans will start trying to figure out the story line.

**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:

*Angela from Bluebird Auto Rental Systems
Deb from DNS Computing
Laura & Mitch from Sharpe, Kawam,
Carmosino & Company
Noelle from Developmental Disabilities
Health Alliance
Rhonda from Reimbursement Intelligence*

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

Security: For Your Eyes Only!

They're baaaaaack! Those pesky auditors, that is! For many organizations, the words *Audit* and *Compliance* elicit fear and panic. Audit failures and compliance fines can cost companies millions of dollars, not to mention millions more in damaged reputation and business loss. Everyone plays a vital role in keeping your company's assets clean, secure, and compliant—and file permissions are key to securing your company's IT!

Permissions are the rights a person or system has acquired in order to perform certain duties, operations, or to access specific applications, files, and data. Over time, employees are commonly granted additional rights as their roles and responsibilities change within an organization, leaving your company wide open to risky business—*Permissions Creep*—a condition that happens in just about every organization. In many cases, rights that are no longer required are seldom revisited or taken away. Recommended security guidelines encourage restricting permissions to the minimum set that is necessary to do one's job, and "Permission Creep" slowly erodes this principle of least-privilege access.

In addition, the #1 audit challenge of many small businesses today is open file shares that are exactly what they sound like—open to anyone! Danger, Will Robinson, Danger! Don't be *Lost in Space*...the best way to deal with open shares is to move through a quick, practical process that scopes resources, identifies high-risk, and automates cleanup.

Are you *Dazed and Confused* and don't know where to start. Who ya gonna call? **IT Radix!** Consider us your trusted security advisor.

So, the next time your friendly auditors arrive on set, consider them *Goodfellas*, and thank them for holding you accountable for keeping your business safe and secure.

Do You Roll Out the Red Carpet for Identity Thieves?

Just about every website you visit these days wants you to register and choose a password, especially when making a purchase. Even when you're just looking, many sites like Pinterest and even your local library require that you create an account with a password to access their sites.

However, if you do this carelessly, you may be setting yourself up as easy prey for online criminals.

Although we know we should choose unique and hard to decipher passwords that contain both numbers and letters, most people still use easy to remember passwords and words for their convenience. And some of us choose to use the same userids and passwords for multiple applications, whether it is our online banking account or Instagram account. Hey, how many unique passwords can one person commit to memory?

Below are the top 10 passwords used online according to *PC Magazine*. If you are using any of the following, you are setting up yourself for identity theft:

- | | |
|-------------|-----------------------|
| 1. Password | 6. monkey |
| 2. 123456 | 7. myspace1 |
| 3. qwerty | 8. password |
| 4. abc123 | 9. ink |
| 5. Letmein | 10. "your first name" |

If you want to avoid having to remember dozens of hard-to-remember passwords, there are a number of password management tools available. *RoboForm* and *LastPass* are two software options that automatically populate passwords for you. After you download the software, they memorize your passwords and log you in automatically to every web page with one click. Best of all, they encrypt your passwords and generate random passwords that hackers cannot guess. You can even back up your passwords so you can copy them to another computer.

If you are more security minded and prefer a more traditional approach to password management, *SplashID* and *PasswordWallet* are two software options that provide a secure, password-protected place for you to store your passwords.

Unprotected passwords leave yourself wide open to hackers and identity thieves. If you need help assessing the best option for managing your passwords, give **IT Radix** a call! We're here to make IT work for you!

SPECIAL OFFER

Movie Madness

Sign up for a year of IT Radix Managed Services during the months of **July, August** and **September**, and receive a gift subscription for Netflix!

All three services 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!

Just for Laughs!

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"It's okay to bring my cell phone to the movie. My ringtone sounds like people crunching popcorn!"

From the desk of: Cathy Coloff
Subject: Debuting Our New Look



As you can tell, we had some fun with the movie theme in this newsletter. I thought it was only fitting that we proudly debut our new look both on the web and in the newsletter at this time.

We've updated the look of our newsletter and plan to increase the frequency of its distribution. We'd love your feedback on our new look and more importantly on what content you'd like to learn more about in future newsletters.

Our website also got a technology upgrade. While much of the website is still the same, we hope you'll notice some new videos sprinkled throughout, our BLOG, and more. In particular, I encourage you to participate in our "Mouse Hunt" on our website this summer for your chance to win a tablet. Each week, our mouse (pictured below) will show up on a different page of our website. It's simple: Find the mouse and enter to win. Enter each week to increase your chances of winning. We'll be drawing the winning name on August 30 just in time to "go back to school" with a new tablet in hand. You can read more about it on our website at www.it-radix.com/mouse-hunt.

We hope that you are able to take some time out this summer to take in a movie and relax with friends and family.

P.S. At the movie theater: Remember to turn your mobile devices on vibrate and enjoy the show!



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 2 tickets to AMC Theatres!

Q: What do the following 3 movies have in common with Windows XP?

Shrek
Harry Potter and the Sorcerer's Stone
A Beautiful Mind

Spring Trivia Challenge

What was the name of the first computer ever to beat a world chess champion at tournament level?
(Answer: Deep Blue)

Congratulations to our winner, Susan Raiola (Reimbursement Intelligence), recipient of a \$25 Toys"R"Us gift card.

Duke University Perfects the Invisibility Cloak

Cathy's alma mater, Duke University, recently earned some bragging rights! Scientists at Duke University have created the first invisibility cloak that perfectly hides centimeter-scale objects.

While invisibility cloaks have been created before, they have all reflected some of the incident light, ruining the illusion. In this case, the incident light is perfectly channeled around the object, creating perfect invisibility.

Currently, the cloak is unidirectional (i.e., only providing invisibility from one very specific direction). However, the big news is that it is even *possible* to create an invisibility cloak in the first place. The doors have opened wide to the possibility of one day creating omnidirectional invisibility cloaks.

In theory, invisibility cloaks operate by bending electromagnetic waves around objects. Therefore, instead of seeing the object, you see what's behind the object. To get around a 3D object, you have to turn a corner at some point.



Previous cloaks have struggled to fashion metamaterials that bend waves around corners without causing reflections, thus ruining the illusion. In this case, Nathan Landy, a graduate student at Duke University, tweaked the metamaterial itself, and then fashioned it into a diamond, which is apparently the best shape for minimizing reflections.

Hmmm...sounds hard to believe, doesn't it! Imagine how much fun it would be to sneak around with Harry, Ron and Hermione on your own great adventure!