IT Radix Resource

We make IT work for you

VISION

Insight to Vision 2020

Enhance Your Vision with Proactive IT

When it comes to Information Technology, too often organizations take the reactive, rather than proactive approach. Sadly, we have seen too many businesses make the mistake of spending more funds maintaining their grounds or cleaning their office than they do on keeping their key information systems up to date and working to maximum efficiency. Let's put things in perspective… Your business can still run despite there being too many weeds in the lawn, smudges on the window, or too much dust in the office. However, when your computer technology breaks down, or your network is compromised, or data is stolen for ransom or inadvertently deleted, your business may come to a grinding halt! Maintaining things that you do not see (like your computer network and infrastructure) is thus even more important than things you and your clients can see.

When personal computers first burst onto the business scene in the mid-1980s, they were a nice-to-have office peripheral but not essential to the success of the business. So as that era progressed, the reactive model to IT management made sense. In a nutshell, that means…wait till something breaks and then fix it. Over time, reliance on computer-based management information and operational systems grew and the growth has exploded since 1999. Today, the marketplace is so competitive and the business environment so fast paced that the smallest of IT issues can cause a myriad of problems, sometimes bringing an organization to its knees. Thus, the proactive approach has become essential.

With computer and network technology there are a great many benefits to a forward-thinking approach. Budgeting for and executing maintenance plans for key hardware and software is paramount to the success of the organization.

Proactive IT support is usually provided by an outsourced IT management firm like IT Radix. It includes a variety of ongoing monitoring and servicing to ensure smooth operation of your network and workforce, be it mobile or stationary. Proactive management increases productivity and reduces the thing most feared by most business managers: DOWNTIME! Key elements of proactive, forward-thinking support include the following:

- **Hardware and Software Patching and Updates** – This includes critical patches to resolve issues due to security holes. These patches improve the stability of your software, remove updated features, etc. Typically, the result is not only enhanced and updated security, but an improved user experience as well.
- **Firmware Updates** – Firmware is what carries out the most crucial functions of the hardware. Essentially, it is the core programming of any machine. Updating optimizes performance and often adds new features. Keeping it up to date reduces the need for a big fix after a breakdown.

What's New

February 19
Making Life Easier Through Technology
Join us at the Mayo Performing Arts Center's Business Circle Breakfast where Cathy will be discussing simple tips and tricks to make your day less complicated.
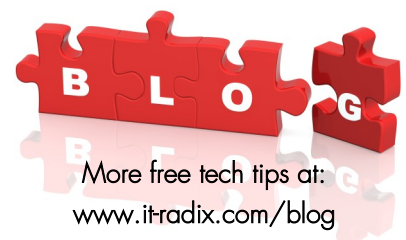
March 27
Client Appreciation Pancake Breakfast
Visit with our IT Radix staff, learn about new tech trends, and build business relationships with other IT Radix clients and friends.

If you would like more information about either of these events, please call our office.

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

BLOG

More free tech tips at:
www.it-radix.com/blog

Why You Need MFA

With cyberattacks on the rise, an increasing number of small-to-medium sized businesses fall prey to phishing attacks and security breaches daily. Companies are under increasing pressure to prevent data loss and avoid breaches that damage both profit and reputation. In the event an email password or network credential is compromised, an attacker is well-poised to breach the company's systems undetected.

Implementing Multi-Factor Authentication (MFA) addresses this issue by requiring not only a password but a secondary authentication method—commonly a text or push notification from an app—to prove ownership of an account. By introducing MFA as a layered security measure, your business security is significantly improved, circumventing a would-be breach from succeeding with a username and password alone.

Have Office 365 but not MFA? You probably should since MFA is now included in your plan. Let us know…we love helping our clients look towards a cyberattack-free future.

Proudly folded & stuffed by Central Park School

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- **Anti-Virus Updates** – Computers are regularly threatened by new viruses. Updates ensure that your computer network will not be susceptible to the latest viral threats. More specifically, they ensure the software recognizes the most current threats and maintain the scan engines safeguarding against vulnerabilities.
- **Licensing Management** – All organizations must be confident they are using software legally and have the correct number of licenses in place. Proactively monitoring and managing this licensing helps you avoid surprise shutdowns and/or easily get through an audit from a software provider.
- **System Optimization** – The focus here is always on maximizing the user experience, whether onsite or remotely. This lessens the likelihood of latency in the network. The major benefit is that the network is more protected and the staff more efficient in everything that they do involving technology.
- **Backup Verification** – This is important and might be the most underrated function that proactive IT management provides. Most backups these days are automated. Backup verification checks to be sure that files are not corrupted before they are backed up as well as ensuring that the backup process actually has taken place daily so that you are prepared if a disaster or ransom event occurs.

The list above is certainly not exhaustive. Many organizations have taken the further step of outsourcing most of this proactive work to a firm like IT Radix. This provides further benefits, including:

- **Cost Savings and Reduced Risk** – Leveraging the expertise of a trusted advisor who is incented to provide all the benefits of proactive IT maintenance at far less expense in pay, benefits, and training.
- **Advanced Expertise** – An expanded and updated knowledge base using outsourced support ensures that the organization does not fall behind technology's ever-moving edge. It also means quicker problem resolution because outside experts have often "seen that movie before."
- **Added Benefits** – Ability to troubleshoot and resolve issues remotely, faster response times, and freed up management time and resources.

Look ahead and let IT Radix enhance your vision with proactive IT services.

The Buzz — Our Clients Speak Out!

"IT Radix has been extremely helpful throughout the years with our continued and constant need to update our Chapter 251 project database in addition to their monthly newsletters. Their newsletter provides ongoing updates like Windows 7 expiring in 2020. IT Radix submitted the best quote and completed the transition in less than 1 day with no downtime for the staff, minimal difficulty and very few learning curves—and even better, a coupon. Thank you!"

Jacqueline Connelly, Manager of Finance and Administration — Morris County Soil Conservation District

What Successful People Do Right Before Going to Bed

Before our new year resolutions are laid to rest, you might want to embrace some of these insightful habits that successful people do before settling down for the night:

- **Read** – Many successful people are avid readers. They take time every night to read, which sharpens creative and critical thinking skills.

- **Avoid Technology** – Shut off electronic devices and let the brain relax. Blue light from our devices, including TVs and smartphones, makes it hard for our brain to prepare for sleep and can be very disruptive.

- **Walk** – Walking is a great way to decompress after a long day. A few minutes of walking just before bed helps to reduce stress and anxiety.

- **Make Lists** – We all have things we need to do tomorrow. Writing these tasks down gives our brains one less thing to think about, and more time to count sheep.

- **Meditate** – Ten minutes of meditation can do the mind and body good. Apps like Calm can help you focus and achieve inner peace before bed.

- **Reflect** – Specifically, reflect on what went <u>well</u>. Going to bed with positive thoughts is a great way to elevate your mood and stay motivated. Keep a gratitude journal and jot down what went well that day before going to bed.

Why not add these tips to your bedtime routine so visions of success and contentment can dance in your heads!

"I've had my refrigerator since 1985, I've had my television since 1976 and I've had my toaster since 1963. Why should I replace a computer that's only 24 years old?!"

GLASBERGEN ©Glasbergen

Look Twice Before You Send

We've all done it…written an email and clicked send before realizing that we forgot to add an attachment, spelled something wrong or sent it to the wrong person.

Most email interfaces are designed to have you start each email with the recipient's address, then add the subject, then the body, and then the attachment. Conversely, a good rule of thumb is to compose emails from the bottom up to save both time and embarrassment. Here's the proper way to compose an email:

1st… Insert any attachments (so you don't forget)

2nd… Compose the body of the email and proofread

3rd… Add a subject (summarize the intent of the email)

4th… Insert the recipient address(es)

Now you're ready to send!

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:

Barbara, a strategic business consultant
Diane from New Agency Partners
Ellen from Botwinick & Co
Hetal from Enteris Bio Pharma Inc.
Steven from Botwinick & Co

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

IT Radix Resource
We make IT work for you

"The best vision is insight."

— Malcolm Forbes

tech TIP

Bookmark It

Create bookmarks for the websites you visit frequently. Why? Sneaky hackers purchase and set up fraudulent websites that are a close misspelling of legitimate ones. Here's how to create it in Chrome...

(1) Open the page you want to bookmark.
(2) Click the star on the right of the URL box. (A pop-up box will appear.)
(3) Customize the name for the site.
(4) Leave Folder as "Bookmarks bar" so that it automatically appears on the top of page.
(5) Click <Done> to save.

Contact IT Radix for more tips on staying safe online!

From the desk of Cathy Coloff

It's a fact, February is the shortest month of the year, Leap Day notwithstanding. Time is a limited resource; and in February, many often feel a time crunch. Let's make the most of it.

For most, your to-do list is long and time is precious. So, use this short month to really push yourself into action. Review your list and figure out what you really need to accomplish and what could potentially be delegated to others. Perhaps IT Radix could help cross even more off of your to-do list and handle the regular care and maintenance needed for your computers and network.

More and more of our clients are integrating us into their overall business and IT strategy processes—asking us to help them better leverage the technology solutions they already have or expand their technology use. Most only use a small percent of what their existing technology is capable of and much of the features and benefits that attracted you to the technology solution remain dormant and unused. We're guilty of it ourselves. We have a plethora of technology tools at our fingertips; and yet, we're not effectively leveraging all its capabilities. So let's sit down together and see what technology solutions exist in your organization today that you could potentially make better use of, gain efficiencies, or simply have better insight into your business. I love doing these types of things internally and would love even more to help you. February is short – let's get started today!

A Look at the Future of Collaboration with Microsoft Teams

With the release of Microsoft Teams, the world of collaboration between coworkers has been greatly expanded. If you have ever used Microsoft Skype for Business, you know how convenient chatting is when discussing an issue with a co-worker on the phone is not possible. With Microsoft Teams, to think of it only to be used for chatting can be looked at as near sighted.

Microsoft's vision is that Microsoft Teams will be the backbone to their whole system. When a team is created, users get access to everything that comes with that team. This includes a SharePoint site, chat channels, an Office365 group and any custom apps that are included in the team. The SharePoint site will allow you to share files from anywhere in the world, and any document that is sent through a chat will appear in this SharePoint site.

One of the coolest features of Microsoft Teams is its ability to facilitate meetings. By running a meeting through Teams, staff will be able to see each other wherever they might be as well as share their screen. With an eye on the future, it is exciting to see what Teams will include next.

Need help integrating the full features of Microsoft Teams into your day-to-day business processes? Look no further...IT Radix is here to help!