

People... The IT Security Wild Card

Your Employees Are Your Weakest Link When It Comes to Protecting Your Business

You certainly know your people better than we do. However, we know one thing about them that you might not... your employees are sadly your weakest link when it comes to protecting your business. They do not mean to be; most of them want to help and care tremendously about your organization meeting its goals. The point is that each member of your team plays an important role in protecting your key data and confidential information and keeping it out of the hands and eyes of the bad guys—the cybercriminals. These are the ones seeking to gain information that can allow them to sometimes take your business away...literally.

IT Radix puts a host of advanced security layers in place for our clients. This reduces the risk of a breach, attack, or technology disaster. These applications are excellent. Since they are mass produced, each installation acts in the same way to protect the firm. Alternatively, every one of your staff is an individual and acts independently to accomplish the goals for their specific position. Your Office Manager acts differently from your top salesperson. And, the Office Manager at Firm A certainly acts differently from the one at Firm B. Let's face it, technology is tame, it is people that are the wild cards.

Not only is the personality of each person unique, but they all have their own approaches to handling their workflow. Not one is the same as the other. But each role in an organization does have its unique characteristics. The cybercriminals know this, so they use different techniques as they attempt to thwart security layers and gain access to your network and its key information. People make mistakes; after all, they're only human. Staff members, often inadvertently, provide the entryway for a cyberattack.

Over the next few months, we are taking a deeper dive and analyzing specific information technology risks common to several key organizational roles. We will be shining a spotlight on security risks common to specific corporate functions and outlining concrete recommendations on how to reduce these risks. Our goal is to help you take the "wild" out of the wild card and add the human layer to your already existing software and hardware layers of IT security.

Stay tuned next month as we kick off this series with a spotlight on your Sales Team and what they need to know to keep your corporate data safe and secure.



Take Note

Going forward, IT Radix will be adding Twitter to alert our clients about system-wide outages and services. We strive to keep our clients in the know when global technical glitches happen that impact their day-to-day business activities.

Follow us on Twitter at:
[@ITRadix](https://twitter.com/ITRadix)

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





Why Your Business Is the Perfect Target for Hackers

Everybody gets hacked, but not everything makes the evening news. We hear about big companies like Target, Home Depot, Capital One, and Facebook getting hacked. What we rarely hear about are the little guys—the small businesses that make up 99.7% of employers in the United States, according to the Small Business Administration. It's these guys who are the biggest targets of cybercriminals.

Basically, if you run a business, that business is a potential target. It doesn't matter what industry you're in, what you sell or how popular you are. Cybercriminals go after everybody. In 2018, a cybersecurity survey by the Ponemon Institute found that **67% of small and midsize businesses in the U.S. and U.K. were hit by a cyberattack.**

For the cybercriminal, casting a wide net makes the most sense because it gets results. It puts them in a position where they are able to extort money, steal sensitive information and ultimately profit off of destroying the property, prosperity and reputation of others.

Why do cybercriminals love to target small businesses? There are a handful of reasons why small businesses make sense to attack.

Small Businesses Are the Most Vulnerable. Business owners, entrepreneurs and executives aren't always up-to-date on network security, current cyberthreats or best practices in IT. They have a business to run and that's usually where their focus is. Unfortunately, that means cybersecurity can take a back seat to other

things, like marketing or customer support. This also means they might not be investing in good network security or any IT security at all. It's just not top-of-mind or they may feel that because it's never happened to them, it never will (which is a dangerous way of thinking).

Small Businesses Don't Take IT Security Seriously.

Coming off that last point, it's true that many businesses don't properly secure their network because they feel that they aren't vulnerable. They have the mindset of "It hasn't happened to me, so it won't." Along those same lines, they might not even take password security seriously. According to research conducted by Trace Security, upward of 80% of ALL breaches come down to one vulnerability: weak passwords! Even in 2021, people are still using passwords like "12345" and "password" to protect sensitive data, such as banking information and customer records. Secure passwords that are changed regularly can protect your business!

Small Businesses Don't Have the Resources They Need.

Generally speaking, medium to large companies have more resources to put into IT security. While this isn't always true (even big companies skimp on cybersecurity, as the headlines remind us), hackers spend less time focused on big targets because they assume it will take more of their own resources (time and effort) to get what they want (money and sensitive data). Many small businesses lack the resources like capital and personnel to put toward IT security, so hackers are more confident in attacking these businesses.

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The Buzz

Our Clients Speak Out!

"IT Radix is a perfect fit for our small business. Their response time to our needs is superior to any company we have used in the past. I'm confident having IT Radix as our IT security provider. It affords us the time to concentrate on other aspects of our company...worry free. I recommend IT Radix to anyone looking for great customer service and quick viable solutions for their IT needs."

Michael Smith, Co-President — JNS SmithChem, LLC

Located in Paterson, JNS SmithChem is a full-service specialty distributor of raw materials and chemicals for use in coatings, plastics/rubber, inks, adhesives, building materials, personal care and more.

Stepping Outside for a Bit of Fresh Air

It does a body good to get outdoors and soak up some fresh air and sunshine. Our IT Radix *Spring Step Challenge* supporting the Mount Pleasant animal shelter was a lot of fun. Most of our staff participated since many of us already include some walking into our daily routine.

Whether it's a walk around the neighborhood with his dog or a hike at South Mountain Reservation, Chuck enjoys taking in the scenery. Ken is constantly walking his dog too—up to 60 miles per month! Paula has taken up hiking during the pandemic and regularly hikes 4-6 miles per outing; her favorite destination is Watchung Reservation.

Spending time outdoors is a daily part of our lives! Doug mountain bikes just about every day. In fact, he rides the town trails every morning to the post office to get the company mail. Marybeth has a green thumb and loves to get her hands dirty in her garden planting flowers, herbs and vegetables. Joe relishes family time on his pontoon boat on White Meadow Lake—a great spot to fish for trout and bass.

Team sports are right up our alley! Laurie S has been playing 1st base in a Rockaway softball league for 21 years! During the pandemic, Jandy got hooked on Pickleball—the fastest growing sport you've never heard of—and Cathy joined Row New Jersey's rowing club that practices on Lake Hopatcong! We also have a couple Yankee fans on our team. Melissa loves being at the stadium and has caught many a foul ball in her day. When the weather is nice, Nina prefers sitting outside with her husband to listen to the game instead of being inside in front of the TV.

Get outdoors! There may not be Wi-Fi, but there's no better connection!



"Sure, it's all fun and games until someone loses an iPhone."

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Just because you haven't had any major problems for years—or at all—is a bad excuse for not maintaining your computer systems. Threats are growing in number by the day. While many small businesses might think, "I don't have the time or resources for good security," that's not true! You don't need to hire IT staff to take care of your security needs. You don't need to spend an arm and a leg securing your network. IT security has come a LONG way in just the last five years alone. You can now rely on IT security firms to handle all the heavy lifting. They can monitor your network 24/7. They can provide you with IT support 24/7.

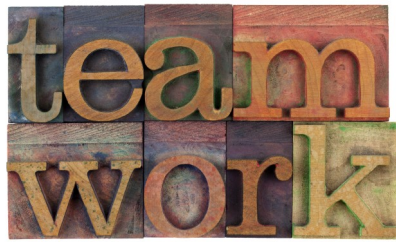
That's the great thing about technology today—while many hackers are doing everything they can to use technology against us, you can use it against them too. Work with a dedicated and experienced IT security firm. Tell them your business's network security needs, and they'll go to work fighting the good fight against the bad guys.



**We Take
Your Feedback
Seriously**

Your feedback is important to us. Every service request includes a client satisfaction survey where you can share your experience with us. We meet as a team regularly to review and improve based on your comments.

We take your feedback very seriously... keep it coming!



“Make the most of today.
Develop a hobby. Let the winds of
enthusiasm sweep through you.”

— Dale Carnegie

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 “Get Outdoors” Fun Pack!

Q: What is an outdoor recreational activity in which participants use a mobile device to find hidden “treasures”?

April Trivia Challenge

Q: Which interface uses images/icons to make it easier for the user?

(Answer: GUI/Graphical)

Congratulations to Alex Brattstrom of Studio One, recipient of a Michaels’ gift card.

From the desk of Cathy Coloff



Now that summer is in full swing, many of us are getting outdoors more. Several of us participated in an IT Radix Spring Step Challenge. Our lone bicyclist, Doug, rode for CycleNation to support the American Heart Association and stroke awareness. Many joke that COVID-19 resulted in an additional 19 pounds, but it’s no joking matter. Your health and mental well-being are key components to your happiness. Last fall I took up rowing crew three days a week. This meant that I had to get up at 5:00am to drive to Lake Hopatcong for a 6:00am start. The first few days weren’t easy; however, I quickly settled into a routine and enjoy jumpstarting my day with some outdoor exercise!

Some refer to nature as Vitamin N. As a kid, I spent hours outdoors in the woods behind our North Carolina home. On the weekends, my family would sail on Lake Kerr and the Pamlico Sound. We are blessed to live in a country with so many parks. Walking and hiking are at an all-time high as a result of the pandemic. Many think you need to walk a lot for significant health benefits—improve your cardiovascular health and bone density, lose weight, and strengthen muscles—but movement of any kind is beneficial.

During a virtual team huddle, we tried a stress-reduction technique that was one minute of venting followed by one minute of dancing. Everyone was in stitches! This inspired me to get a “30-Second Dance Party” button for the office. I encourage you to get outdoors... breathe in the fresh air and enjoy!

We Work as a Team

There is no “I” in team, but there is plenty of “Team” at IT Radix. In fact, “We Work as a Team” is one of our nine core values—the back of our business cards lists them all. “We Work as a Team” is placed smack dab in the middle reinforcing how central it is to our work processes—our “scheme” if you will—in helping clients achieve their goals.

IT Radix clients benefit greatly from this approach. It facilitates numerous staff members being able to assist them on a wide range of issues, not relying on just one person. Working together as a team has allowed IT Radix to enjoy high morale, fast resolution of client issues and the whole group becoming better educated and trained on all key issues we come across daily.

As Aristotle would say, “the whole of our team is greater than the sum of our parts” and echoes the T.E.A.M. acronym—Together, Everyone Achieves More. Put simply, we are “better together!” We reject the idea of the lone wolf or the single source of profound knowledge. We believe that teamwork makes the “scheme” work!

“I don’t think any company can be a success without teamwork. To quote Andrew Carnegie, ‘No one can whistle a symphony. It takes a whole orchestra to play it.’” — Robin Gilfillan, IT Radix Team member