

The “Face” of Your Company

What Your Salespeople Should Know About IT Security

Every business has them; nothing happens until they successfully set the wheels in motion. Some call them Account Executives, Consultants or even Road Warriors... they are the Sales Team. The best salespeople know their products and services inside and out, are very resourceful, provide solutions to clients and move quickly in delivering new orders. While all that moves the business ahead, one aspect that many managers forget about their sales team is that they are big risks for security leaks that can be detrimental to the organization. Since Sales Reps are out of the office most of the time—in front of their accounts meeting in all sorts of public and private spaces—they expose the firm every time they power up their laptops or check email over their phone in a coffee shop or hotel.

Here are some key points that that the sales team should know to heighten their awareness of organizational security and to minimize exposing the firm’s confidential data to the cybercriminal elements preying on them:

Guard Mobile Devices

While we often focus on technological solutions, this recommendation is rudimentary. Never leave a mobile device unattended. Firms should put in place some level of Mobile Device Management (MDM) software that can initiate actions if a laptop, phone, or tablet is ever lost or stolen.

Secure Connections Are a Must

Connections to your cloud services and to your in-office server should always be secure. Never use a public wireless network connection. That is akin to swimming with the sharks while carrying live bait. Your sales management team must mandate that all communications with laptops and phones must be done via virtual private networks secured with multi-factor authentication and that all email communications must be encrypted. Doing so makes for a less feral experience.

Access to Key Data Should Be Limited

The sales team carries with them a host of confidential information including pricing and promotional materials. They usually also have an incredible amount of information about their clients or prospects on their machines and devices. Policies should be put in place and enforced for the sales team to minimize exposure of this information. Typically, firms use some type of

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Take Note

September 15

WEBINAR

10-Minute Tech Talk:
Technical and Security
Challenges of Hybrid
Workers

www.it-radix.com/webinar

Starts @ 12:10pm sharp

August 19

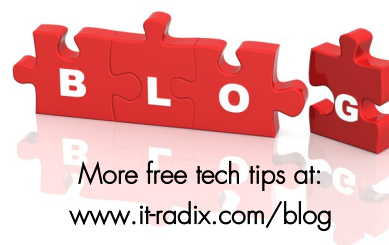
World Photography Day

A photo is a way to feel the emotion and context of a specific moment in time.

In honor of World Photography Day, get clicking and capture some memories of your own. After all, a picture is worth a thousand words.

#WorldPhotographyDay

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



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



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Customer Relationship Management (CRM) software to manage the sales side of the business. Access to and use of this software should be managed and restricted only to those who need to know.

Cut the Chatter

Watch what you say and where you say it. Beware that in public spaces where salespeople congregate and travel, there are plenty of people around ready to listen and record information that will help them breach your privacy and organization.

Security Trumps Convenience

Sales folks move fast to get things done. That is a great trait that benefits the organization. But when it comes to keeping data secure and confidential, these traits could be their greatest shortcoming. Keep security awareness high and never dance with the devil by trading convenience for security. If you do, it could be your last dance.

Stay tuned next month as we shine a light on your Accounting Department and share what Controllers need to know to keep your corporate data safe and secure.

Introducing... Dan Calabrese

Dan C, as we affectionately call him (not to be confused with Dan P), enjoys the hobby of photography and photo editing. He's especially skilled at lighting touchups and enhancements and has fun experimenting with multiple lenses and techniques.

Dan C cut his teeth in IT at Anthem Institute of Technology where he received training in networking, Windows Server and Active Directory. With over 9 years of professional IT experience, Dan C has acquired a depth of knowledge—from IT hardware customizations for military and police to running the Help Desk for an accounting software firm. Most recently, he worked as a Sr. Field IT Consultant at another IT Managed Service Provider prior to joining the ranks of our IT Radix team.

As an IT Consultant at IT Radix, Dan C wears many hats... from hardware/software troubleshooting to network designs and on-site installations. His daily activities include performing server maintenance, configuring workstations and supporting clients with their day-to-day technology issues. Besides his broad knowledge of IT workings, Dan C prides himself in giving our clients the same care and attention he would hope that his family and friends would receive.

Dan C's favorite quote:

"Do or do not. There is no try." — Master Yoda, Star Wars

Dan C grew up in Parsippany and continues to reside there now with his wife, Madeline, and two sons. When not working, he enjoys spending time with his family playing outside, going on hikes, watching TV and playing video games. When it comes to video gaming, Dan C enjoys playing first-person shooters like *Destiny* with his son and role-playing games like *Stardew Valley* with Madeline. Dan C is also a fan of all things tech and sci-fi... and is a HUGE Star Wars fan!

Dan C's personal philosophy: Take life a day at a time; live every day in the moment and enjoy it. Don't look too far ahead because you'll lose track of the now.

The Buzz

Our Clients Speak Out!

"Our firm has been using IT Radix for several years and we have been extremely happy with their services. The staff is very responsive and able to solve issues quickly, which is important to us."

Scott M. Feit, Principal — Prime Pensions, Inc.

Prime Pensions is an actuarial and record keeping firm which is committed to providing high quality, personalized design and ongoing administrative services for qualified Plans. The Firm's sole focus is 401(k), profit sharing and defined benefit plans.



We make IT work for you



Prevent Smart Cameras from Being Hacked

Hackers have targeted smart cameras for years. In fact, one popular smart camera system (the Amazon Ring) had a security flaw that allowed hackers to get into homeowners' networks. While that issue has been patched, the risk of being hacked still exists. What can you do?

Connect Camera to a Secure Network. Connect smart cameras to secure WPA2 encrypted, firewalled Wi-Fi networks. Multiple layers of protection between the camera and the rest of the digital world is critical.

Regularly Update Your Passwords. Passwords for smart cameras, Wi-Fi networks, online shopping, and more should be updated periodically. Creating strong (i.e., long and complicated) passwords and changing them every three months is an excellent way to stay secure.

Do Not Share. Contrary to what your mom taught you, sharing is NOT caring. Never share your smart camera's login credentials. Most smart camera systems allow you to add a "shared user" if someone else (e.g., a roommate) needs access to the camera, without them having the ability to alter the camera's configuration or network tools.

Opt Out of Amazon Sidewalk. Amazon's wireless network, Sidewalk, is designed to connect low-power, long-range, low-data devices to the Internet that reaches from a house to the sidewalk. Essentially an open network, any device that is Sidewalk-enabled can connect.

Be smart about security! Contact us to learn more!

You Had Me at Hello!

"Hello! Is it me you're looking for? I can see it in your eyes; I can see it in your smile." Is this Lionel Richie or your computer empowered by facial recognition software?

Windows Hello is a more personal way to access your Windows 10 devices securely using a PIN, facial recognition, or fingerprint. The biometric facial recognition uses a combination of infrared (IR) cameras and software to increase accuracy and guard against spoofing. These cameras that see in IR light allow the software to reliably tell the difference between a photograph/scan and a living person. Many vendors are including external cameras that incorporate this technology, and major laptop manufacturers are integrating it into their devices too.

Say "cheese" and smile for security!



"I have a photographic memory, but I don't know how to transfer the pictures to my computer."

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:

Andrea of SKC & Co. CPAs
Dr. Arndt of Wayne F. Arndt, DMD
Jennifer of Red Clover
Michael of Woodmont Properties

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



"IT Radix has always been flexible, but a global pandemic made me even more grateful for this core value. I think having a flexible work environment helps improve work morale. It's like a chain reaction.

When employees are happy and respected, they in turn treat their clients with the same respect and happiness."

—Melissa Barker, IT Radix Team member

From the desk of Cathy Coloff



I've dabbled over the years with photography—taking a variety of courses and having a home darkroom. As with many activities, it's fun and challenging at the same time. I really appreciate the amazing works of photographic art that can take your breath away, make you feel like you're in the middle of a sporting event, or empathize with people all over the world. As with many things, the world of photography has really evolved over the years from blurry sepia prints to stunning larger-than-life photos.

So, too, has the work environment at IT Radix changed over the years. We started 100% virtual, then moved to an office with a few team members remote, and because of COVID-19, the majority of our team worked remote for an extended period of time. Now with some of the restrictions lifting, IT Radix plans to maintain a hybrid structure for the foreseeable future with the goal of finding the right mix of in-office and remote work, ensuring our service levels remain consistently high while at the same time supporting the world's new normal. Our newest challenge will be gathering our entire team together for a group photo!

Wishing everyone a happy and healthy summer filled with photos of fabulous memories.

email **TIP** productivity

Use Rules to Filter Emails

Why? Many email programs have the functionality to automatically sort incoming emails. You define the sources and keywords, and it does the rest. This helps prioritize which emails may need your attention first.

Contact IT Radix for more tips on staying productive online!

Supportive and Flexible Work Environment

IT Radix believes in supporting a healthy work-life balance. That's why we provide our employees with flexible working environments that meet both their business and personal needs. This win-win philosophy has proven to benefit our clients as well, as we strive to support their unique IT needs.

One of our core values is "Supportive and Flexible Work Environment." It is in our nature to try to control our lives. But sometimes, things just happen—an accident, sickness, or sudden need to assist a friend. Untimely events can befall anyone. At a moment's notice all of us have needed help when a challenge emerges. We are grateful that Cathy Coloff, our Managing Member, ensures that we live and respect this value.

We do so by finding ways to accommodate changes in plans for staff when a personal need arises. We also find ways to help each other as we assist clients. Each day, the tech team exhibits collegial behavior ensuring clients get the most professional attention. No one at IT Radix is alone on a tightrope; they have cheerleaders offering support on either end—and a stretchy net below to catch them if "something happens!"