IT Radix Resource

We make IT work for you

"Spot On" IT Support and Services

"Spot on" is a "Britishism" in widespread use in American English these days. It means exactly right on target, hitting the bullseye; just like the young and talented archer, Merida, in the 2012 Disney film *Brave*. Merida says that "Our fate lives in us. You only have to be brave enough to see it." As the film progresses, she realizes that she must forge a new path in order to feel fulfilled. This requires being brave enough to change.

Brave business owners and managers of today are changing their approach to the management of their Information Technology Network. Many are bold enough to see in their own organizations that there is not enough knowledge nor enough resources to tackle the ongoing challenges of providing safe, secure, productivity-enhancing IT resources to their firms. These courageous folks are now using Co-Managed IT. What that simply means is that a business owner or manager customizes which IT services to keep in-house and which to assign to an outside resource. They configure a program that is on target and works exactly right for them. Usually that means moving from total control of their environment with in-house management to a hybrid or co-managed form that meets their needs.

The trend to co-management of IT services has grown for medium and larger organizations that require in-house support simply due to size and/or complexity of their environment because the speed of technology advancement has increased, as has the growth in the need for cyber-security. The good news for those who choose this path is that it allows the organization to keep in-house staff who intimately understand the systems while also providing an established and proven escalation point choice when a new project or a new challenge arises.

The benefits of a good relationship with an outside resource are many. While you retain control over operations with your own staff, you have the option of identifying areas of management to source out. As an example, some of our co-managed clients use IT Radix only for advanced project work, while others prefer to manage that themselves but leverage our able resources for day-to-day user and help desk issues. Other advantages that these brave managers enjoy include knowing that their outsourced firm will be on top of the latest trends that might not be evident to a very busy in-house support staff. Additionally, they take on less human resources by

Take Note

July 13
WEBINAR
10-Minute Tech Talk:
"Pinning" Down Teams
www.it-radix.com/webinar
Starts @ 12:10pm sharp

We Give Back
We are pleased to team up with **Habitat for Humanity** multiple days this summer. Adorned with hardhats and toolbelts, our staff joined forces to make home ownership a possibility for local families.

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

"Spot On" IT Support

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not having to increase staff for busy times. The largest benefit of co-managed IT is in today's most active area—IT security! Best-in-class knowledge, resources, tools and processes are in the hands of firms focused on Information Technology like IT Radix.

Before you pull back your bow to identify your Co-Managed resource of choice, there are several things to consider. First, be aware, there are usually some upfront fees to cover the resources you need. Second, it's important to find the right partner and not just outsource to just any-one. You want your partner to be "spot on" for you. This is where brave managers must focus and evaluate resources to find the best fit. After all, no one wants too many "drawbacks" (pun intended).

Hit the bullseye with IT Radix and our "Spot On" IT support and services!

Proudly folded & stuffed by Central Park School

Introducing… Eleanor Yu

Eleanor came to IT Radix with hands-on training from Edison Job Corps Center and certifications in CompTIA A+ and Security+. Her past roles included working in a data center handling inventory, troubleshooting and certificates of destruction as well as office moves and equipment setups.

At IT Radix, Eleanor provides our clients with first-tier technical support. She enjoys getting to know our clients and assisting them with their day-to-day technology needs. A strong team player, Eleanor also works behind the scenes monitoring offsite backups and configuring workstations.

Eleanor's favorite quote:
"The journey of a thousand miles begins with one step."
– Lao Tzu

A true Jersey girl, Eleanor was born in New Brunswick, grew up in Edison and now resides in Garfield with her cat, Olivia. When not working, Eleanor is a puzzle queen—relishing ALL sorts of critical-thinking games (e.g., video games, chess, etc.). She also enjoys relaxing at the library with a good book (mostly fantasy), binging on Netflix (currently hooked on *Castlevania*), experimenting with origami, and ice skating recreationally. Eleanor also savors time in the kitchen baking her favorite molasses cookies year-round as well as baking interesting treats for her cat (although, she's NOT a fan of washing dishes). 😉 Eleanor enjoys watching cooking shows and is currently obsessed with *The Great British Baking Show*.

Eleanor's personal philosophy: Persistence is key! You have to give everything your best effort.

IT'S TIME YOU TOOK A
A CLOSER LOOK
At What You're Spending On IT Services & Support

Are You:
- Overpaying?
- Under Served?
- Out of Compliance?
- Unable to Recover in a Disaster?

Scan now or go online to get a closer look
www.it-radix.com/closer-look

See the World…
Don't Let the World See You With VPN!

Whether you're literally traveling the world or simply working from home, Virtual Private Network (VPN) allows you to create a secure private connection to websites or your organization's internal network.

These days, most websites support secure connections (i.e., "https") which encrypts the information being sent between your device and the website itself. While the communication to a specific website is secure, if you're using a public network such as a coffee shop, hotel lobby, or other free Wi-Fi, the Wi-Fi provider will be able to track what websites you're visiting and see any communications that don't use secure encrypted communications. If you want greater online privacy and anonymity, you can use a VPN service to make your online actions virtually untraceable.

With the increase in working from home, VPN is often used to create a secure connection back to your office network or cloud service.

In both cases, a VPN creates a tunnel that hides your online activity, including the links you click or the files you download, so that cyber-criminals, businesses, government agencies, or other snoops can't see it.

Concerned about online security and privacy? We're here to help you protect yourself with a VPN.

"I'm no expert, but I think it's some kind of cyber attack!"

Question QR Codes

Quick Response (QR) Codes are a type of matrix barcode that stores alphanumeric characters in the form of text or URLs and are convenient ways to access a website. Point your cellphone camera to be taken directly to a webpage. QR codes can also be used to facilitate payments.

As you can imagine, anytime a new technology makes it easier to get people to visit a website—or send money—someone will surely abuse it. In today's mobile world, a very real threat is hackers' use of QR codes to disguise malicious intent and to install malware. In fact, the FBI recently warned:

"Cybercriminals are taking advantage of this technology by directing QR code scans to malicious sites to steal victim data, embedding malware to gain access to the victim's device, and redirecting payment for cybercriminal use."

Since QR codes mask the website you are visiting, it's easier to scam someone into handing over their personal information. Protect yourself:

1. Only scan a QR code from a trusted source.
2. Check the URL to confirm it's what you expected before clicking.
3. If you get an email with a QR Code, it's a red flag! QR codes are meant for interactions where you can't just click on a link.

Finally, if you're a business, including the URL on your sign can help your customers have peace of mind when scanning your code.

From the desk of Cathy Coloff

One of my favorite Disney movies is *Zootopia*. Judy Hopps, a naïve but motivated rabbit from rural Bunnyburrow, dreams of becoming a police officer in urban Zootopia. Despite the many obstacles and discrimination she faces, Judy never loses sight of her dream. Her talents overlooked, she is relegated to parking patrol. Discouraged but not put off, Judy stumbles on a conspiracy and ultimately solves the case. Many Disney movies will employ fairy dust or some other magic to win the day, but in *Zootopia*, Judy uses her wits, determination, and the relationships she's developed to succeed.

And so it is with life. There is no fairy dust to magically help us succeed at home, work or elsewhere. We need to dig in and figure out how to get things done to reach our goals. In the realm of IT Radix, we strive to help our clients succeed, usually through technology. This means identifying solutions that will make them more productive, more secure, and much more. There's no magical way to protect our clients' data, to migrate to a cloud-based file sharing solution or to make everything secure—just our hard-working team of professionals using our wits, determination, and strong relationships to succeed.

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 an Target gift card.

Q: What is the first Pixar Animation Studios movie to feature a female protagonist?

January Trivia Challenge

Q: What Hungarian-born American illusionist was best known for his escape acts? (Answer: Harry Houdini)

Congratulations to Deborah Gussoff of In Order, recipient of an Amazon gift card!

A Magical Experience

An interview with Melissa Barker:

IT Radix: Was this your first trip to Disney World?
Melissa: No, I have been to Disney twice before. My husband actually proposed to me in Disney! This was, however, the first time going as a family with our sons and to see their faces light up each time they met one of the Disney Princesses was priceless!

IT Radix: What was your favorite part of the trip?
Melissa: Seeing how excited Ayden was to take photos with the Disney Princesses. He would hold their hands so tight and give each one the BIGGEST hug! And he got to wear all his favorite princess dresses, which made the princesses smile. My older son, Liam, absolutely loved the Star Wars experience in Hollywood Studios!

IT Radix: How did this experience changed your life?
Melissa: I know it seems cliché, but Disney really is a magical place. They find a way to make each guest in the park feel special. The memories that were made on this trip will stay with me forever!

And to think, it all started with a mouse!