

# IT Radix Resource

We make IT work for you



## 22 Ways IT Radix Embraced 2022

As we approach our 15<sup>th</sup> year in business and emerge from the long aftermath of the pandemic, year-end 2022 gives us a chance to reflect.

Here are 22 things that we have embraced this past year as we continue our dedication to putting our clients first and offering the WOW service that all of them have come to enjoy from IT Radix. As is often the case, the past year offered us challenges and opportunities from which we learn, grow, and continuously hope to improve and exceed expectations.

**1** We helped our clients succeed by resolving over 16,000 service requests for new users, new computers and a variety of user support issues and projects.

**2** We made it even easier to schedule time with our team by implementing a new appointment booking application. This greatly reduces the back and forth when scheduling time with our clients and adds the appointment directly to our client's Outlook calendar making life easier for them!

**3** We worked diligently behind the scenes, successfully reviewing and completing over 285,000 tickets for our managed services clients to ensure that their networks are secure, their backups are working, and their teams are productive.

**4** We housed and shipped client inventory as our clients continue to expand their remote working environments.

**5** We embraced opportunities to give back to our community by volunteering for Habitat for Humanity, Project Backpack and a number of food and supply drives. It's our goal to have a "giveback" project in the works at all times.

**6** We shared our knowledge and expertise through 50+ webinars, magazines, newsletters and blog posts on productivity, cybersecurity and more.

**7** We added layers of security to protect our clients. The heightened frequency, audacity and strength of criminal attacks on organizations of

*(Continued on page 2)*

happy holidays!

### Tis the Season

Our office will be closed Mondays, December 26 and January 2. If you need assistance during this time, please call 973-298-6908 and one of our on-call support staff will be happy to help.

### Be More Productive in the New Year with Microsoft Edge

More details about our next webinar coming soon!

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



More free tech tips at:  
[www.it-radix.com/blog](http://www.it-radix.com/blog)

## 22 Ways IT Radix Embraced 2022 (Continued from page 1)

all sizes led us to dramatically increase the number and power of security solutions we employ in our clients' networks. We consistently remind ourselves and our clients that security is neither inexpensive nor convenient—but it is imperative!

**8** We expanded the scope of our network patching as the cybersecurity landscape has expanded to include even more devices such as wireless access points and network switches... devices that previously were often overlooked from a security standpoint.

**9** We've extended our help desk options for 24x7 user support to supplement our on-call escalation team.

**10** We embraced hybrid working for our IT Radix team with a flexible, yet structured, work location plan reinforcing our "people centric" approach to providing our services.

**11** We repurposed 100+ laptops, printers, monitors and more by matching retired-but-still-viable equipment from clients with local not-for-profit organizations in need.

**12** We support our team's physical and mental well-being because feeling well also helps us work well. We've introduced a twice-monthly visit from our favorite chiropractor, Dr. Pete, and provided

training on "desk-based" exercise and stress management, as well as offering ergonomic workstations such as standing desks.

**13** We helped recycle over 4,722 pounds of computer and other electronics with our partner, Green Vision, a not-for-profit company that employs challenged individuals who disassemble recycled hardware and prepare the parts for reuse and recycling.

**14** We have leveraged our productivity software such as Teams, SharePoint and Excel and expanded the application of those to our own business, resulting in: automation efficiency, better use of information and improved data security.

**15** We have grown our awesome and talented team to over 40+ members to support our clients and their IT needs.

**16** We have enabled clients to request service with a simple right click of their mouse on the IT Radix monitoring agent on their machine. Enter the requested information and select submit and our client's request for assistance is received within minutes.

**17** We enjoy and welcome working with our clients face-to-face. While we have all leveraged tools

(Continued on page 3)

### Do You Safeguard Your Company's Data and Your Customer's Private Information BETTER THAN Equifax, Yahoo and Target Did?



If the answer is "NO"—and let's be honest, the answer *is* no—you are leaving yourself and your company open to massive liability, *millions* in fines and lost business, lawsuits, theft and so much more.

Why? Because you are a hacker's #1 target. They know you have access to financials, employee records, company data and all that juicy customer information—social security numbers, credit card numbers, birth dates, home addresses, emails, etc.

Don't kid yourself. Cybercriminals and hackers will stop at NOTHING to steal your credentials. And once they have your password(s), it's only a matter of time before they destroy your business and scare away your customers.

Our 100% FREE and 100% confidential Dark Web Scan is your first line of defense! Hopefully it will be ALL CLEAR and you can breathe easy.

Sign up today for a free Dark Web Scan: [www.it-radix.com/dark-web-scan](http://www.it-radix.com/dark-web-scan)

## 22 Ways IT Radix Embraced 2022

(Continued from page 2)

such as Teams and Zoom these past few years and have incorporated them into our new norms, when we do meet with clients face-to-face or work together in our office, we continue to be reminded that there is nothing that replaces meeting in person.

**18** We listened first and answered 10,000 phone calls live. We have all heard the axiom that God gave us two ears and one mouth for a reason. As the pandemic has created communications hurdles of all sorts, we have purposefully reinforced to our team the importance of listening before acting.

**19** We've stayed focused on clients first. "What is the goal?" is the question often asked internally when discussing a client's request or issue. Staying focused on the objective is our way of ensuring we find the fastest and best path to client satisfaction and success every day.

**20** We managed clients' expenses by migrating clients to annual Microsoft licensing to defer increased subscription fees.

**21** We've had fun and stayed positive together as a team with mini-golf outings, summer BBQs, and more.

**22** We lived our Core Values. This is an enduring lesson. A long time ago we learned that if you know what your values are, then decision making is easy. While we cannot say all business decision making is easy, as it is clearly not, we can say that living our core values has provided us with a guiding light as we approach our 15<sup>th</sup> year.

As we wrap up 2022 and look ahead to 2023, our IT Radix team is dedicated to continue to embrace new opportunities that keep our clients in the forefront of technology and IT security. We consistently strive to exceed our clients' expectations by providing WOW service with a client-first mindset!

## Don't Get Reeled In by Phishing

We all get them—emails asking you to reset your Office 365 password, warning you that your Facebook account might be compromised or asking you to review the new HR policy. These are only three examples of common cyberattacks that people experience.

It's important to realize that **cybercriminals primarily target people**, not the system. Don't fall victim to a cybercriminal. Learn what you should look out for!

Always consider every email as a potential threat: Confirm the email address is someone you know and inspect all links carefully to ensure they are legitimate. Even better than clicking on the link, open your web browser and go to the specific website yourself without clicking on the given link. Be mindful of any emails that might seem too good to be true—they usually are!

Already subscribed to IT Radix's security awareness training and ongoing phishing test program? We can make it even easier to review a suspicious email!

Ask us to **add a Phish Alert Button in Outlook** that will preview a suspicious email—if it fails the "phish test," it will alert your team to contact us for a deeper review of the email message before proceeding.

Not subscribed? Don't get reeled in by phishing; call us today for more information on how to protect yourself and your team.



## Inside This Issue

22 Ways IT Radix Embraced  
2022 | 1

Don't Get Reeled In by  
Phishing | 3

IT Radix Family and Friends  
321 Delighted Clients Drive  
Geekville, NJ USA

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*"Life is a journey with problems to solve and lessons to learn but most of all... Experiences to enjoy!"*  
— Unknown

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"It's the healthiest computer we sell. It works with low-sodium spam and sugar-free cookies."

### From the desk of Cathy Coloff

As I wrap gifts for the upcoming Christmas holidays, I reflect on how fortunate I am to have a wonderful family, friends to enjoy, and a great team of people to work with in a profession that I love. It's so easy to lose sight of this in the day-to-day bustle of the world, especially at this time of year.

Here in the Northeast, it's getting colder and the days are getting shorter, but I encourage you to take a minute every day to enjoy the moment. Be where your feet are. Breathe in the wonderful fresh air if you're outside walking from your car to the stores or office. Listen to the sounds around you and pick out a joyful noise. Feel the warmth or softness of your scarf, sweater, or coat on your skin. See all the beauty that surrounds us—be it nature, smiling faces, or simple decoration on a tree. Slowly eat and really taste a Christmas cookie—especially if it's not a healthy, low-sodium, sugar-free cookie like the healthy computer in this month's comic.

No matter your personal beliefs, I believe the Christmas classic movie sums it up well—*It's a wonderful life!* And I am grateful to be a small part of yours. Merry Christmas and Happy New Year everyone!

