

Takin' Care of Business

With a Little Help From My Friends

At IT Radix, we enjoy helping our clients achieve their business goals through the use of technology. Many of our clients do not have the benefit of in-house IT support and we love providing these services for them. However, quite a few of our clients are fortunate to have quality members on their team to provide in-house technical support and expertise. While initially it may not seem like a good duet, in these cases, we work in concert with the in-house staff to provide a variety of IT-related services.

These services include consulting on specific technologies or areas of expertise. For example, a number of our clients have built and support their own in-house line of business applications. While the person or persons responsible for the application has loads of knowledge about the application and the business, quite often they need some help in network infrastructure, email services, security and more. This is where IT Radix comes in, providing a little help to our friends. As John Sinclair, MIS/Operations Manager of Body Wrappers, says, "We've tapped into IT Radix's knowledge and expertise for planning and implementing our backup strategy, our Exchange migration and more. It's really great to be able to work together to ensure the best solutions are in place for our company."

In other cases, the in-house staff is very confident and comfortable in providing general user and desktop support; however, they prefer to leave server technology and support to us. Many of these clients leverage our managed service plans which covers all server and network components. As Debbie Duch from SKG Consulting says, "It's great to work with the IT Radix team on server issues that I don't have time to handle. It gives me peace of mind to know that the IT Radix tech will pursue the problem to a reasonable resolution. I need to focus on our internal business needs, not a server backup issue." IT Radix handles on a day-to-day basis the care and feeding of these key network components. In addition, we provide the in-house staff an escalation point for any issues that they may be unable to resolve themselves, knowing that together, we can work it out.

Occasionally, our clients have a large project or multiple projects in progress and just need additional hands to assist with the execution of the project. In these cases, they call us, saying "Help! I need somebody! Not just anybody!" and we're happy to roll up our sleeves and dig in, be it scanning 50+ machines for viruses and then rolling out a new virus application, relocating a server room or other project. Each project brings its unique challenges which keeps us on our toes.

In all cases, we see it as our job to ensure the in-house IT personnel are Juke Box Heroes within their organization by providing them quality advice and supplemental support services eight days a week.

IT Radix and You...let's make beautiful music together!



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New Kid in Town...Ken Toumey



There's talk on the street; it sounds so familiar. IT Radix' staff of knowledgeable, experienced and friendly people is second to none.

IT Radix is happy to introduce our new kid on the block, IT Services Consultant, **Ken Toumey**. Everybody loves him, and he won't let you down!

While new to IT Radix, Ken is no johnny-come-lately to the business world. With an MBA from the University of North Carolina at Chapel Hill, Ken has 34 years of business experience along with 4+ years of owning his own franchised small telecom cost reduction consulting company. Ken is a great listener who enjoys building strong client relationships and has a sincere desire to share how IT Radix can help area businesses grow.

When not working, Ken enjoys the NY Yankees, music, comedy and dabbling in freelance creative writing. Our resident king of musical parody, Ken enjoys creating amusing lyrics set to popular tunes. Check out page 5 for his take on The Beach Boys' song, *Shut Down*, from an IT point of view! Ken loves animals and enjoys volunteering at the Mt. Pleasant Animal Shelter where he recently donned a red coat and white beard to play Santa for the shelter's "pet pictures with Santa" day! Check him out in action as Santa on our Facebook page.

Growing up in Connecticut, Ken has also lived in North Carolina, Minnesota and now resides in Madison with his wife, Shari, and rescue dog, Jade. He has three grown children. One works at a package design company in Connecticut, one works at CBS Television network in NYC and his youngest is studying to be a teacher.

Ken's personal philosophy: Life is precious; make the most of it! Take life seriously, but don't take yourself too seriously.

"He who laughs, lasts!"

— Mary Pettibone Poole

Time to Say Goodbye to XP!

Hey hey, my my, rock and roll can never die...but XP can...and it will on April 8! So now's the time to make a new plan, Stan, and set yourself free!

After April 8, as soon as a cyber bully unleashes any new security vulnerability in Windows XP or Office 2003, it will be exploitable and unpatched. It's inevitable! Can antivirus software protect you? Many anti-virus companies are making sure that their products will remain compatible with Windows XP for the time being. However, anti-virus product compatibility does NOT mean that the computer is entirely protected! Anti-virus products are built to protect against malware and cyber threats. Some of the malware that tries to exploit any future vulnerability will be caught as long as the anti-virus software is kept up to date. Nevertheless, Microsoft states that "anti-virus software will not be able to fully protect you once Windows XP itself is unsupported."

Many of our clients have already let it go and teamed up with IT Radix to upgrade to Windows 7 or 8. They're able to rest assured knowing that they have reduced their security risks, remained compliant, and are receiving continued software/hardware support.

Although the tide is high, however, some of you may still be holding on...needing XP to stay your number one. Your business may be held back by a specific business application that can only run on XP. Or, it may be the sheer volume of machines that need to be replaced and you just can't afford to replace all your workstations right now. Whatever your situation, IT Radix is here to help you ease on down the road. We welcome the opportunity to talk to you about things your business can do to minimize your exposure and still make use of your XP machines in a limited mode.

Don't hit the road, Jack. You can always come back. IT Radix is here to make IT work for you.

*** STOP BY OUR TABLE ***

Morris County Chamber of Commerce

2014 Not-for-Profit Conference

Thursday, April 17, from 8:00am-1:30pm

Held at the Meadow Wood Manor

461 Route 10 East in Randolph

**OUR CLIENTS
SPEAK OUT:**

THE BUZZ

"With IT Radix Managed Network Services, we know that our networks are secure, maintained, and monitored 24x7. Additionally, they helped build our disaster recovery plan implementing internal and offsite backups, and Internet failovers. We have complete confidence and trust in IT Radix in keeping our systems and networks strong. They are always prompt and happy to help. We could not have asked for a better business partner!"

HeatherWright-Porto, IT Manager — Colonial Surety Company



The Way We Were



Jo Ann Post, Business Development and Marketing Manager, reflects through the years and shares her fondest memories of growing up with music and how technology has changed the way we were.

Those were the days my friend, it seemed they'd never end...

Music has a way of taking us back in time. It can trigger nostalgic memories and feelings of a certain person or place as if it were yesterday. Through the years, technology has significantly revolutionized the experience of music, with each generation having an experience and sound of its own. Let's look back and reminisce at the way we were!

I come from a day when music was made on vinyl records. A trip to Sam Goody on a Saturday afternoon was routine. Some of my fondest teenage memories were times spent with friends thumbing through racks of albums and reading album covers; searching through 45's looking for a favorite artist's new release.

Those were the days when you bought whole albums. Often, this resulted in disappointment. When you got the album home, you realized it wasn't the technical masterpiece you had hoped it was, but in time the songs grew on you.

Create a playlist? We had no idea what that was. But I guess the concept hasn't changed much. We had a 45 adaptor that we put in a record to play our favorite songs. The adaptor enabled us to stack five or six 45's in the order we wanted to hear them!

Portability and Mobility... What did that look like in the 60's? I think most would agree that the pocket-sized transistor radio was the spark that ignited music-on-the-go! Having your own transistor radio does not seem like much now, but it was a big deal back then. Owning a transistor radio represented freedom and independence. Its popularity coincided with the rise of rock-and-roll. For the first time we could listen to the type of music we liked and enjoy private listening through earplugs.

Moving along to the 70's... Muscle Cars and 8-track players! Most of us had one of these installed under the dash of our car. Cruising along to the Eagles or Moody Blues and then the annoying track change click in the middle of a song along with countless jams and stretched tapes. The 8-track's clunky technology offered fast-forward only, no rewind! But soon eight-tracks lost their popularity in favor of cassettes.

You say it's your birthday? Did you know the cassette tape turned 50 last year? Cassettes have been around since 1962. Originally, cassette tapes were used as a means of dictation, but advances in

the audio quality improved their reputation. Cassettes soon became our format of choice when cruising about.

Yet, cassettes and cassette decks had their share of mechanical issues. I'm sure many of you remember trying to fix tape snarls using a pencil or a finger to slowly coil the black tape back inside the cassette cartridge. How about the countless times the cassette tape self-destructed in your car's deck and you couldn't eject it out?

The cassette's heydays aren't over yet... Welcome the Walkman. We all exercised our rights and jumped into the Walkman decade, literally! The unveiling of the Walkman coincided with the birth of the aerobics craze. The unique combination of pre-recorded music, portability, and privacy appealed to fitness-conscious Americans who used the Walkman to make their workouts more enjoyable. Studies revealed that the number of people who said they walked for exercise increased during 1987 and 1997.

More ch-ch-ch-changes... In time we said goodbye to cassettes as the compact disc ushered in the digital era of music. The CD has been around for 30 years, but had nothing but heartaches once technologies like the MP3 player and internet radio gained acceptance.

Recent years have brought a tsunami of change to the way we listen to music. Due to the innovation of digital music, downloadable music files, online radio stations, streaming music services, we now have access to a wider variety of music than ever before.

Technology continues to influence the music industry. What does the future hold for the way we listen to music? I suppose, as we watch our music libraries climb the stairway to heaven to reside on a cloud, only time will tell. For me, no matter what's in store, just give me that old time rock'n'roll!

Welcome!

A warm welcome to our newest **Managed Service** Clients:

*Lakeland Lawn & Landscaping
McCormack Contracting Inc.
New Jersey State Golf Association
Piemonte & Liebhauser, LLC
Sisters of Charity of St. Elizabeth*

Remember, **IT Radix** is here to service all of your technology needs!

A Little Bit Country, A Little Bit Rock'n'Roll



When it comes to Windows and Apple, **Jessica Collora**, IT Services Consultant, tells it like it is.

Whether you have good vibrations for Macs, or too much respect for Windows to consider any other operating system, enough software and cloud solutions are available to meet your needs!

MS Office for Mac is a robust version of Office that is very similar (almost identical) to Office for Windows. Although Microsoft does not offer Access or Publisher for the Mac version, full versions of Outlook, Word, Excel and PowerPoint are available for use. The files you create are compatible and able to be opened, read, and changed back and forth using Mac and Windows version of Office. Some people may be dancing in the street knowing they can get a Mac and not be concerned with compatibility! Others may have been sittin' on the dock of the bay, and may now feel guilt free with the thought of having a Windows computer and a Mac to get their work done, and not be concerned about compatibility.

If you already own a Mac and have decided to use Pages and Numbers instead of purchasing Office, that's fine too! Although not identical, both Pages and Numbers offer a "save as" feature that allows you to save your files in an alternative format to make them usable through MS office. Still can't get no satisfaction? Don't be cruel! Let's shake, rattle, and roll toward cloud options that cater to both Mac and Windows alike!

Do you find yourself emailing file attachments back and forth all the live long day? Google Docs may be a great option for you! Think of Google Docs as your personal file share service on the Cloud. Rather than worry about getting all shook up on which file version is the most recent one in your list of emails, just keep one copy of the file saved in Google Docs, and provide key people access to your



Google Drive, so everyone can work from the same file copy, and not go crazy keeping track of who has the latest revision! Google Docs also offers simplified versions of office applications, all for free, and all cross compatible with existing versions of MS Office. And, of course, Google Docs is friendly to both Mac and Windows!

Maybe you've heard it through the grapevine, or perhaps you've been to one of our recent Lunch'n'Learn events, but Microsoft offers a menu of cloud solutions that satisfy both Mac and Windows! MS Office 365 is Microsoft's cloud solution which offers options to accommodate to a variety of business needs, such as email, web-based Office apps, and OneDrive (Microsoft's hard drive in the sky). As a business using Office 365, each user can log into a shared OneDrive to access files similar to I mentioned with Google Docs. OneDrive is also offered as a standalone service 8GB of free storage. Imagine, another solution that works uniformly with Mac and Windows!

At last, the debate between Mac and Windows' usability may be coming to an end! What a wonderful world it is today! And if you are still California dreamin' and you still think Macs are for graphic designers, even Adobe Creative Suites has joined the cloud with Adobe Creative Cloud. Graphic designers can keep on keeping on with Windows or Macs, and can share files with each other too!

If, after taking in all this information, you catch yourself saying, "I still haven't found what I'm looking for," give IT Radix a call and, based on your needs, we'll tell you what want, what you really, really want.



SPECIAL OFFER

Play Us a Tune



Sign up for a year of IT Radix Managed Services during the months of **April, May and June**, and receive an iPod to play your favorite tunes!

All three plans are eligible:
Capstone, Cornerstone, Keystone

Visit www.it-radix.com to learn more about what's included in each of these proactive maintenance plans. Call **IT Radix** today to learn more!

"I was very lucky to grow up in a time when music really mattered. It wasn't just something in the background; it really mattered to a generation of kids growing up. It really changed the world."

—Steve Jobs

IT Radix' Take on *Shut Down* by The Beach Boys

By Ken Toumey

*Back it up, back it up
Buddy or you'll be shut down*

*It can happen in a blip, we're not trying to be snide
Running two apps viewing side to side
It's a poor neglected laptop with Office Twenty thirteen
Revving up and shaking like a washing machine*

*Flat lining processors, won't equate
If I lose this data, I won't celebrate
My server's lights are clicking and starting to dim
I have no backup, this is really a sin*

...Gotta be smart, with IT support, here we go...

*If I'm not too smart, I'll be let go
But with IT Radix Backup, things are starting to go
They've got a plan of action and just the right touch
My tethered data's backed up like a Double Dutch*

*Hard disks on the floor, data starting to sync
And now forty gigs of data is keeping me pink
The boss is happy now, things went from rotten to good
I've got a full-image backup and life is good*

*Back it up, back it up
Buddy or you'll be shut down*



**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:

Bob from Household Pest Control
Christine from Sharpe, Kawam, Carmosino & Co.
Glenn from GBW
Ian from LForm Design
Joe and Siobhan from FMD Distribution
Mary from Compensation Resources Inc.
Mitch from Sharpe, Kawam, Carmosino & Co.
Pam from Remax
Tina from Voicecom
Valerie from TAG Online

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

Don't Walk on the Wild Side



Ken Toumey avoids a walk on the wild side and shares key reasons for running anti-virus software.

Baby, baby it's a wild world and on the internet it's even wilder. Any major dude will tell you. So if you want your computers and networks to run in harmony, we suggest you don't be crazy. Keep things upbeat...always run an anti-virus software program on your computers and network. Here are a few reasons why:

Protection from Viruses

Computer hackers are bad company and generally have an appetite for destruction. They do the dirty work of creating royal scams that can hurt your organization and can easily corrupt your network. It's a cheap trick, but it is a huge business. Once viruses infect your computer, they can drastically slow down your processing speed, delete critical files and sometimes do irreparable damage leaving you with a communication breakdown. I can't tell you why these hackers do this, besides the lure of making money. So always protect your network with anti-virus software, the best can thwart 99.9 % of known viruses. It is smart to get professional guidance and support in implementing an anti-virus program on your network and nobody does it better than IT Radix.

Protection from Spyware and Identity Theft

Not only must you hide your love away, we suggest you protect yourself and your network from spyware which is the kind of software that takes advantage of the fact that all of us have too much information on our computers. If you do not protect yourself from spyware, your personal identity could go slip sliding away faster than you can say jumping jack flash. Some spyware is so sophisticated that it can record and steal data in real time. The waiting is not the hardest part for this software, but that is what it does... waiting for you to enter a credit card or social security number into a safe website and bang-bang it sends your information to those who will use it to purchase items or sell it on the open market to folks like bad, bad Leroy Brown.

Protection from Spam

It's easy to get the workingman's blues if you spend half your 9 to 5 workday being bombarded with and then deleting unwanted emails and ads in which you have less than zero interest. If you've decided you ain't wastin' time no more, then you should use an anti-virus program that protects you from spam. Spam is usually the result of a virus stored on your computer. And anti-virus software will help you to say bye bye to all that unwanted mail.

So, enough with the dissonance of viruses, spyware and spam! An IT consultation will lead to resolution of such maladies and toward a consonance between your computer network and the outside world. With IT Radix by your side, you'll be on top of the world!

Without music life would B ♭ .

Just for Laughs!

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www.glasbergen.com



“When I told him we need to increase our bandwidth, he hired six fat tuba players.”

Enter and Win! Trivia Contest

Send an email to resource@it-radix.com with the number of song titles, lyrics and musicians sprinkled throughout this newsletter by April 30. The person finding the most will win an *iTunes* gift card.

Q: How many song titles, lyrics and musicians can you find sprinkled throughout this newsletter?

Winter Trivia Challenge

Which two music icons were featured in a 2011 Super Bowl commercial warning people that “technology moves fast... don’t get left behind”?

(Answer: Justin Bieber & Ozzy Osbourne)

Congratulations to our winner, Janet Wos of Walsh & Borresen, LLC, recipient of a \$25 *Sports Authority* gift card.

From the desk of: Cathy Coloff

Subject: IT Radix and You—Making Beautiful Music Together



I’m sure you’ve all noticed the impact of music on your attitude and behavior. When I was a child, my father and I used to play a game of guessing the musical instrument that was playing in a particular piece of classical music. I’m trying this with Alex but with mixed success. I grew up on a wide variety of music and, as a result, it’s difficult for me to pick a favorite. According to Wikipedia, music has been around for over 50,000 years. Now that’s a really long time!

Not so with computers. Computers have been around for approximately 50 years and yet, almost not a day goes by where I am not using or benefiting from the use of a computer. A very different impact on my life than music, computer technology has made quite an impact nonetheless. While I don’t believe computers can soothe the soul the way music can, computers do make our lives more enjoyable, enriched and easier when used appropriately. Notice the word “appropriately.” I am concerned about the growing addictions to online games, social media, hacking, and more. To that end, I try to limit both Alex’s and my use of technology throughout the day. Did you know that from sundown on March 7th to sundown March 8th was *National Day of Unplugging*? Did you unplug for the day? Perhaps next year you can celebrate unplugging too and instead enjoy some beautiful music. But why wait? Unplug and enjoy your favorite music with your friends and family today!

P.S. See what music gets our IT Radix staff moving at www.it-radix.com/music.

Steve Jobs...For Your Listening Pleasure

Visionary, Steve Jobs, was a music geek himself who dramatically changed the way we listen to music in 2001 with the introduction of iTunes and the iPod. Jobs and Apple did not invent the MP3 player; however, iPod quickly became synonymous to MP3 player similar to how Kleenex is synonymous to tissues.

Steve Jobs loved rock’n’roll! “I grew up in the apricot orchards that later became known as Silicon Valley,” stated Jobs. “I was lucky enough to have my young spirit infused with the social and artistic revolution of the day called rock and roll. It has never left me.” Thus sparked the dawning of the age of Aquarius—the *Digital Revolution*!

What is the allure that iPods have on us? Well for one, they are cool-looking, finger-swiping devices. The more complex they’ve become on the inside, the more elegant they’ve become on the outside. They are *über* portable and allow us to store a lifetime of music in our back pocket. Custom playlists can be easily created and “shuffled.” You can even rate songs using Apple’s software changing how often a tune comes up in the shuffle. Remember back in the day how long it would take to make music mix cassette tapes of our favorite songs so that we wouldn’t have to listen to entire albums?

Since the introduction of iCloud, we now have the ability to access music anywhere in the world. Millions of songs are at our fingertips! In 2003, the iTunes Store opened it’s “doors” and totally replaced the traditional music-industry model. The iTunes Store quickly became the #1 destination for legal music downloading onto iPods, iPhones and a myriad of other devices. The iTunes Store has revolutionized the way we buy, interact with and experience music. We’ve become a world of musical grazers—we pick and choose the latest hits one at a time over buying entire albums. Remember how we used to buy an album knowing only a handful of songs and eventually learned to love them all?

When it comes to music, Steve Jobs sure has taken us down the long and winding road!