

No Need to Fear...IT Radix is Here!

Justice Prevails with Microsoft Teams

Any organization that has set out to accomplish something is only as strong as the members of its team. As a rule, people have different strengths and weaknesses and empowering your team members to play to their strong suits will indelibly increase your operation's impact.

For a moment, let's pretend your organization is the *Justice League* in your industry. Your company's vision and focus are provided by Superman and we can probably think of him as the CEO/President. Batman would fill the role of the creative thinker and problem solver, Wonder Woman would likely be the voice of reason and advocate for sound business decisions with her "Lasso of Truth," and the Flash would be the one to call when efficiency is required.

While the individual members of IT Radix's exemplary team have the potential to make an impact alone, together they are a force to be reckoned with when it comes to providing superior IT support and services. The question becomes, how do you give your team's key players a way to work together and play to their strengths while still allowing them the flexibility they need?

More and more, businesses are embracing the idea of a "virtual office" in one shape or form. One of the more flexible and affordable ways to accomplish this is using Microsoft Teams. And as an added bonus, if your organization is already using Office 365, Teams is available to you already.

Microsoft Teams allows you to leverage a chat-based workspace to bring your Batman and Wonder Woman together under one pane of glass in a way that's easy to organize, easy to manage, and perhaps most importantly, easy to collaborate on innovative ideas.

By organizing key projects into a feature known as "Channels", Teams effectively allows you to manage your projects and glean key insights. Let's say your executive team is working on an initiative but needs some input on the practicality of how to execute. It might be time to add the Flash to that channel and get an idea on how to efficiently accomplish their goal or perhaps bring Wonder Woman on board for a sanity check.

The benefits don't end with unlimited internal collaboration, however. Teams also offers the ability to interface with external vendors—aka, your clients. Have a project that needs your client's approval at various stages? By creating a shared Teams space with your client, you can easily interface with them on an as-needed basis with a running thread, keeping all the conversations, ideas, and shared files in one place to keep the project rolling smoothly. Not only will this eliminate the need for superfluous meetings, productivity will increase as answers to questions become available on an as-needed basis, and road blocks that could have stalled a project become non-issues. But sometimes a meeting is needed, and an IM chat alone just isn't enough. Teams also provides video conferencing and recording that integrates directly with Microsoft Streams and provides calendar integration.

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What's New

March 22

Client Appreciation Pancake Breakfast

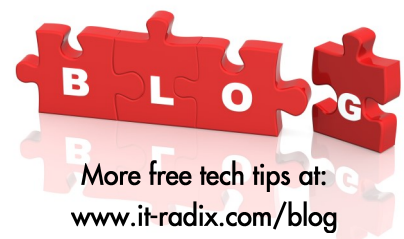
Come enjoy a presentation on how to protect your company from cybercrime (*Don't Rely on Luck to Protect Your Cyber Ducks*), visit with our IT Radix staff and build business relationships with other IT Radix clients.
www.it-radix.com/appreciation

March 31

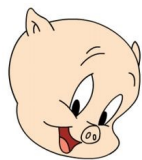
World Backup Day

Avoid a potential disaster and back up your data files. Take the "World Backup Day Pledge" and sign up for a free backup review!
www.it-radix.com/review-my-backup

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



Make Way for World Backup Day

As the first quarter of 2019 ends, we celebrate World Backup Day on March 31. Why is this important? It's important because if you lose some or all your data, your business could be at risk for a host of problems. No one wants to hear the stuttering voice of Porky Pig exclaiming "That's all folks!" as you close your business due to poor choices about data protection.

World Backup Day was created to raise awareness and encourage businesses to act proactively on data protection. The potential for data loss is a daily threat—from both external assaults and internal mistakes. Small data losses can be just as devastating as large ones. There are a host of ways to back up your data, and you may not need to go "to infinity and beyond."

The first step in a backup plan is to identify business information that needs to be secured and protected. Think about data such as client records, accounting files, sales history, compliance and legal information, and human resources records that would devastate your business if lost. Also, consider the valuable pieces of data that might reside on your staff's desktop or laptop computers, and decide if you want to simplify centralizing the storage and backup of that key information.

Next, try to identify the best backup strategy that fits your organization's needs. Start with determining how long your business can afford to be "down" if your data is inaccessible. That decision drives the kind of approach to take with the backup plan that is put in place. Strategies that include BDR (Backup and Disaster Recovery) appliances are for those who simply cannot afford to be down for more than an hour or two.

Then, seek out resources such as IT Radix that can provide backup strategies and tactics for you. Focus on minimizing the human element and maximizing the automation and redundancy in a backup plan. Ask lots of questions such as: How do you confirm backups were successful? How do you confirm what data is being backed up? What do you do when you get a failure alert? How quickly can you recover the data—from the local device and from the cloud? Do you test backup and disaster recovery plans you put in place?

J. Wellington Wimpy from the famous *Popeye* cartoons was famous for the line, "I'd gladly pay you Tuesday for a hamburger today." Do not be a reactive business manager like Wimpy, who only pays later. Having a backup plan in place will ensure you avoid having to pay more in the end!

**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:

Gary from Tappins Inc.
Jeff from Pinnacle Graphic Communications
Lisa from New Jersey Builders Association
Lorrie from Holiday Express

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

Justice Prevails

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Outfitting your key players with the tools they need for success, and top-notch customer solutions is no easy feat. Microsoft Teams provides a flexible, chat-focused organization tool with project-planning features, collaboration, and centralized security management under one pane of glass to help your team focus on what matters. Have questions? IT Radix can help you take advantage of Teams to provide *WOW* service to your employees and your clients.



**OUR CLIENTS
SPEAK OUT:**

THE BUZZ

"All the techs at IT Radix really understand the customer service side of IT support as well as the technical side. They know how to work with technology and with people—both are critical for an IT support company. Recently they resolved an issue we had with a 3rd-party Outlook add-on app. We tried working with the app developer's support, but they were not able to resolve the issue. IT Radix was not only able to fix the problem, but they also explained why it happened in the first place and advised us on how to avoid it in the future. I would highly recommend IT Radix."

Mark Boffa, CPA, MBA — Boffa & Company, Certified Public Accountants & Advisors



Spotting a Phishing Email

If there's one thing SpongeBob SquarePants and Squidward can agree on is how to spot phishing emails—bogus messages carefully designed to look like a legitimate message (or attached file) from a site or person you trust. Their goal is getting you to willingly give up your login info or unknowingly click a link to install a virus. The best of these emails looks uncannily like their real-world counterparts, but there are ways to discern a phishing attempt from a legitimate email.

First, hover over—but don't click on—the URL in the email to see the actual website to which you'll be directed. If there's a mismatched or suspicious URL, delete the email immediately. Other telltale signs are poor grammar or spelling errors. And, if the email asks you to verify or validate your login or personal information, cut your line immediately!

Don't be caught up in the nautical nonsense of phishing emails. Call IT Radix today for more tips about staying safe online.

Proudly folded & stuffed by ESC School of Morris

SPECIAL OFFER



¡Arriba, Arriba!
¡Andale, Andale!

Windows 7 and Windows Server 2008 will reach their end of life within the year. Speedy Gonzales urges you to get a head start on the new year by migrating to Windows 10. Our goal is to provide you with the knowledge and support needed for a successful migration.

We realize that every company is different. Therefore, we are offering a free, no-obligation assessment of your unique environment. Plus, if you let **IT Radix** help you migrate to Windows 10 in the first quarter of 2019, you'll receive a discount of up to 10% off the labor!

Insider Threats: Scooby-Doo to the Rescue!



The *Scooby-Doo, Where Are You!* Saturday-morning cartoon series featured four teenagers and their lovable, talking Great Dane, Scooby-Doo. These pals solved mysteries involving supposedly supernatural creatures through a series of antics and missteps. It only took the mention of a Scooby Snack to keep Scooby from being a scaredy-cat and rise up to foil the plans of an unsuspecting crook. In real life, thwarting the plans of cybercriminals is not so much solving a mystery as it is taking a closer look inside your own operation. According to the *Harvard Business Review*, approximately 60% of the time an unwitting employee accidentally leaves the digital front door open.

The biggest security threat to your company isn't roaming hackers, it's your employees. Here's why:

They'll slip up because they don't know any better. With the proliferation of technology has come an exponential rise in digital threats of a great variety and complexity. Each of your employees' lives are a labyrinth of passwords, interconnected online accounts and precious data. If their vigilance slacks at any point, it not only leaves them vulnerable, but it leaves your company vulnerable as well. For this reason, most cyber-attacks come down to a lack of cyber security education.

They'll trust the wrong person. Hackers are notorious for posing as a trusted member of your own team. And if you believe that you'd be able to spot an impostor from a mile away, you may want to think again. It is easier than ever to crack individual users' email passwords and login credentials, especially with personal information so easily accessible on social media. A simple visit to Facebook can give a hacker all they need to know to "social hack" their way into the heart of your business.

They'll miss red flags while surfing the web. Clickbait is more than a nuisance plaguing your social media feeds. It can be a powerful tool for hackers trolling for easy prey. If an employee doesn't understand what exactly makes a site or link look dubious, they may open themselves—and your company—to browser exploits or other types of attacks.

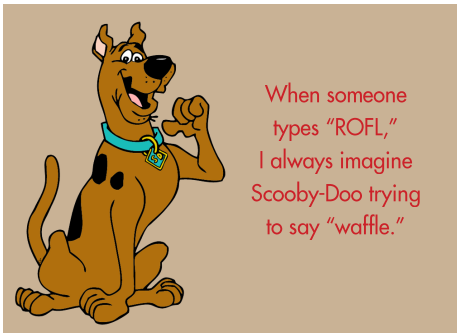
They're terrible at passwords. According to Entrepreneur.com, "3 out of 4 consumers use duplicate passwords, many of which have not been changed in five years or more." Even more of those passwords are simply weak, inviting easy access for unsavory elements. Many people brush off the importance of strong passwords, but the risks posed by the password "123456" or "password" cannot be overstated.

When it comes to defending your precious assets against digital threats, it can seem impossible to protect yourself at every turn. But there is one way you can make a concrete change that will tighten up your security more than you realize: educate your people. Through a comprehensive security training program, including specific examples of methods hackers use—particularly phishing—you can drastically minimize the risk of an employee accidentally opening up a malicious email or posting sensitive information. When you make a concerted effort to make the entire organization vigilant against cyber-attacks, you're much less likely to be targeted.

Contact us today to learn more about our Cybersecurity Awareness Training program and how it can help your employees stay safe online! We might even throw in a Scooby Snack!

"In every job that must be done, there is an element of fun."

— Mary Poppins



From the desk of: Cathy Coloff

Subject: Th-Th-The, Th-Th-The, Th-Th... That's all, folks!



As we wrap up the final newsletter in our cartoon series, I thought it appropriate to highlight our core value of "Have Fun." Most people spend many hours together with their work colleagues; and while I enjoy work, I want to do more than just work—I want to also have fun. The importance of having fun is something my parents taught me growing up whether they realized it or not. They were both hard workers; but at the same time, fun was also woven into whatever they did: hosting large New Year's Eve parties for friends and colleagues, doing projects around the house that included good music and laughter over some mishap, or reminiscing over family stories and more.

Sometimes it's not easy to introduce fun into our stressful, always "on" world these days. But, that makes it all the more important. It's why I enjoy bringing our dog to work regularly...our team members have fun playing with him, throwing the ball or otherwise amusing him. We've had Office Olympics, outside events such as *Play for Your Freedom* and even a staff meeting at a local video arcade. Whether it's jumbo Jenga in the garage or the Sonos music system throughout the office, we like to introduce little moments of fun to our day-to-day environment. I'm always looking for new ways to include fun into our workplace, so I hope you'll share some of your fun ideas with me.

Most of us will work for a large portion of our life but I believe work can include fun...so, when it comes time for me to say "Th-Th-The, Th-Th-The, Th-Th... That's all, folks!" I hope people will remember me with a smile and say, "Cathy always had fun."



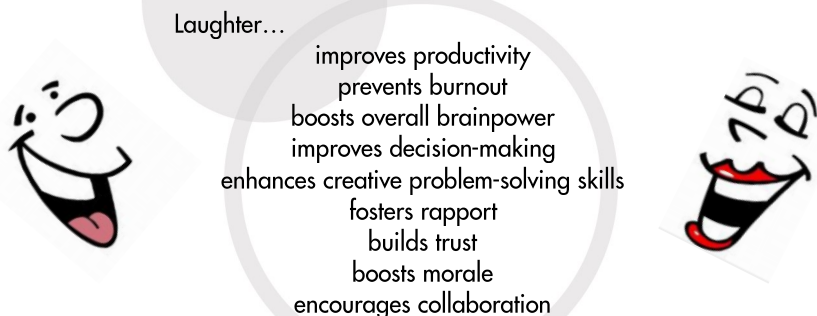
Cartoon Fun Facts!

- The post office in Bedrock, Colorado, receives so much mail addressed to characters from *The Flintstones* that they have a stamp for rejecting the mail that says, "Return to Sender—Fictitious Cartoon Character."
- In Japan, a few foreign cartoons, including *Bob the Builder*, were edited—adding the fifth finger to the characters' hands. The reason was that having only four fingers implies membership in the Japanese Mafia.
- *Tom and Jerry* cartoons won seven Oscars.
- When the UK stopped airing TV due to WWII, the last thing that aired was a Mickey Mouse cartoon. After the war, the first show that played was the same Mickey Mouse cartoon.

Laughter is the Best Medicine

The sad reality is that today's society struggles with the negative health effects of stress, unhealthy lifestyles, food and other damaging habits. In fact, stress has been called the "Health Epidemic of the 21st Century" by the World Health Organization. With a whopping 40% of job turnover due to stress, businesses are at risk of losing valuable, skilled employees. So, what's a business to do?

You're probably familiar with the old adage that "laughter is the best medicine." Well, that's no joke. In addition to the obvious health benefits that laughter brings that promote a positive outlook and general well-being, there are a host of other benefits and reasons for businesses to take heed and bring a little laughter into the workplace.



Corporate America desperately suffers from an epidemic of being overly serious. Don't let your business make this mistake. IT Radix firmly embraces this mindset. In fact, one of our Core Values is to "Have Fun." And, we have a lot of fun making IT work for you!