

## Traditions and Technology

### A Time to Remember, Reflect and Celebrate

The holidays of Chanukah and Christmas are a time to come together, to reflect on past times and traditions and to celebrate with family and friends. The festival of lights or Chanukah celebrates the rededication of the Holy Temple and the miracle of the lamp oil, which should have lasted one day but miraculously burned for eight. Chanukah is an important tradition of the Jewish faith. Likewise, Christmas is both a religious and cultural celebration commemorating the birth of Jesus Christ and is celebrated by millions of Christians throughout the world.

Similarly, in the spirit of coming together, it is important for team members to meet regularly as an organization to ensure its success. While many consider meetings a time drain, meetings can enable better collaboration, strengthen your team, resolve issues, and boost creativity. Since leaving the corporate world, I thought my days of meetings were behind me; however, over time I have come to realize that the right kind of meetings can and do make IT Radix a better company. I thought I'd share some of what goes on behind the scenes at IT Radix to help ensure our clients' success and satisfaction.

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Just like the flames of the menorah candles share messages to those of the Jewish faith, the review of our core values at our monthly staff meeting reminds our team of our purpose—to help organizations succeed. For example, our staff meetings give us time to reflect on what "Wow Service" means to us at IT Radix—it's delivering service consistently and in a quality manner in addition to going above and beyond. It gives us time to brainstorm and focus on ways to do this. But our staff meetings aren't all talk—sometimes we carve pumpkins, do fun brain challenges or just play a fun game which lets us flex our core value of "Have Fun." Each month we focus on at least one of our core values to better develop our team. It is surprisingly difficult to bring the entire organization together, but these monthly meetings are well worth the effort.

But some things can't wait a month to be discussed—here's where our daily tech call really shines. Our morning conference call gives the entire technical service team a chance to share knowledge, discuss thorny issues, or simply raise awareness about happenings with our clients, be it a technical issue or perhaps just information about their business. It's impossible for one person to know everything about a client or a particular technology. By providing a guaranteed opportunity to raise a question or discuss client news, our team is better able to resolve issues as well as provide sound, consistent advice to our clients. Many of our clients are unaware that we have this daily morning call; however, we know that this is a critical success factor and a differentiator between us and other IT companies whose teams operate in silos.

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### Take Note:

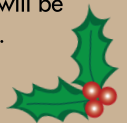


#### Last Chance Before the Ball Drops

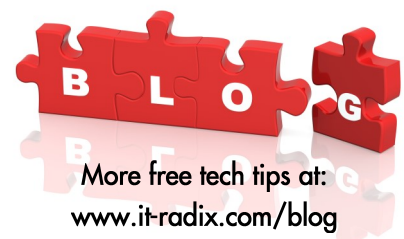
Windows 7 and Windows Server 2008 will reach their end of life on January 14. It's time to get serious about migrating to Windows 10.

#### 'Tis the Season

...for celebrating with family and friends. Our office will be closed Wednesdays, December 25 and January 1. If you need assistance during this time, please call 973-298-6908 and one of our on-call support staff will be happy to assist.



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)





## Unwrapping Office 365

The holidays are here, and it's time to slow down, relax, and enjoy the company of friends and family. It's also a time to strategize about the new year and think about what's next for you and your business. In celebration of the eight days of Chanukah, here are eight benefits of Office 365 to consider as we gear up for 2020.

- 1... **Productivity and Collaboration** – You're probably aware that Office 365 brings your team together under one unified solution, but did you know that 365 also offers co-authoring and live collaboration? Two or more team members can edit a Word document, PowerPoint presentation, or Excel spreadsheet at the same time!
- 2... **Sharing, Storage, and Files on the Go** – Move over Dropbox, there's a new solution in town. Security meets convenience with easy and direct file sharing—all you need is an internet connection.
- 3... **Flow** – One underrated feature that more small businesses should take advantage of is Office 365's Flow. Create a "flow" to keep your work processes streamlined and moving without all the manual effort previously required.
- 4... **Teams** – Instant messaging has become a business staple. An IM is quicker than an email, and often easier to reference down the road. Share files instantly, bookmark important IMs for later reference, and integrate your favorite productivity apps for increased functionality.
- 5... **Meetings and Conferences** – Did you know Microsoft Teams includes instant Video and Audio conference calls for everybody in your organization? Just send out a blast IM and start up a quick meeting; it's that easy!
- 6... **Planner** – Project management is a big task. Microsoft Planner is included with your basic Office 365 subscriptions and gives you the organizational toolkit you need to keep projects on track with tasks, sharing, and project calendars.
- 7... **OneNote** – Have more ideas than you can keep track of? Consider trying One Note, another service that's included with your Office 365 plan that acts like a team binder of notes and ideas that are easily organized, shared, and available no matter where you go.
- 8... **Flexibility** – Office 365 is truly your mobile office on the go. That means you can collaborate, co-author, share your screen, spin up or join a conference from *anywhere* with an internet connection. Just connect to any Wi-Fi or hotspot and it's as though you've never left the office.

Office 365 contains many more useful features than just the eight highlighted above. IT Radix is here to help you unwrap them all and learn how you can increase the value you're getting from your Office 365 Cloud solution. Happy holidays!

## 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:

David from A.C. Daughtry, Inc.  
Donna from C3 Workplace  
Joe from Access Property  
Penni from Tudor Gardens  
Steve from SPI Group  
Val from New Jersey Performing Arts

Visit us at [www.it-radix.com](http://www.it-radix.com) to learn more about our **Referral Rewards Program**!

## A Time to Remember

(Continued from page 1)

One of my favorite meetings is our semi-monthly marketing meeting. It's where we brainstorm about our upcoming marketing plans and this newsletter, which I often refer to as a labor of love. I'm always amazed at the creative ideas that come out when a few of us get together to select a theme or topic to cover.

Most of us spend more waking hours at work with our IT Radix family than we're able to with our busy family life at home. So, it's important that we sprinkle in mini celebrations throughout including "Rocks," birthdays, client "WOWs" and more. I believe all these things combined with our technical expertise, quality team and our sincere desire to help others make IT Radix a great place to work and to work with. I hope you agree!

OUR CLIENTS  
SPEAK OUT:

## THE BUZZ

*"As a small nonprofit, we are grateful to have the IT Radix team to count on for all of our technology needs. Whether we have an issue requiring immediate attention, need advice on the latest resources to protect our data or recommendations for new equipment, we know that Cathy and the outstanding IT Radix support staff are only a phone call away to provide customer service that is second to none."*

Lorrie Klaric, Executive Director — Holiday Express



## Kiss and Reboot

Just like that New Year's Eve kiss symbolizes a fresh start to the new year, your computer needs a fresh start too. Pretty much since the inception of PCs, IT professionals have been advising users to restart them, but why?

A lot of good things happen when we reboot our computers regularly. Running programs get refreshed, system memory gets flushed and—possibly most importantly—updates get applied. Most critical updates require that you restart your computer to complete their installation. So, if you rarely ever restart your PC, these important updates are not getting applied. Then, when you finally do get around to restarting, there could be so many updates pending that the reboot will take much longer than expected, or even require you to reboot more than once—costing you valuable time.

So, do yourself a favor and give your computer a fresh start periodically. At IT Radix, we recommend rebooting your computer at least weekly to keep you secure and ensure that your PC runs at its best.

Proudly folded & stuffed by Central Park School



## SPECIAL OFFER

### Password Management

Keep track of your online shopping accounts more easily this holiday season. Sign up for a year of *IT Radix Passport* during the months of **October, November and December**, and get a *Baker's Dozen*. That's 13 months for the price of 12!

Visit **IT Radix** at [www.it-radix.com](http://www.it-radix.com) to learn more about our services.

## Getting Your IT House In Order



Gingerbread has been around western culture since the 11<sup>th</sup> century when returning Crusaders brought spicy bread back from their travels in the Middle East. Ginger not only added a unique taste, but its unique properties also served to preserve the bread. Legend has it that Saint Gregory Makar lived in central France and somewhere around the year 992 started teaching gingerbread cooking to priests and other nearby Christians. The connection to the Christmas holidays for gingerbread houses is said to be linked to the fact that Bethlehem, Christ's birthplace, means "house of bread" in Hebrew. Shaping gingerbread into various forms is believed to be attributed to German monks in the 13<sup>th</sup> century.

Medieval bakers started to use carved boards to create elaborate designs and thus the custom spread across Europe. Baking with ginger became an accomplished specialty open to just the most experienced who were members of professional baker guilds. Only those professionals were permitted by local ordinances to bake with ginger, except on Christmas and Easter when anyone could bake with it. In the 1800s, the German custom of making decorated gingerbread houses began; and many believe the first were renditions of the edible house from the famous "Hansel and Gretel" fairy tale written by the Brothers Grimm. From that point on, the tradition has grown and now includes a National Gingerbread House Competition, 2019 marking its 27th year. Last year's grand prize was awarded to an entry showing Santa in his workshop, tuning up his sleigh. The house included actual working gears made from gingerbread. Imagine the planning that went into creating that prize winner!

Speaking of planning, NOW is the time to get your network "house" in order because that is far more important than any gingerbread house, no matter how great it looks or tastes! Here are some "sweet" suggestions:

**Update:** If you have not yet updated any Windows 7 PCs or servers running Windows Server 2008, there is precious little time left as both go "End of Life" on January 14<sup>th</sup>. The time to upgrade is now!

**Budget:** We recommend that no technology hardware be in place more than 5 years. In that way, you are never too far behind the latest in technology that facilitates productivity and security. Make sure to include this in your budget.

**Train:** Instruct your staff on how to leverage technology to make them more productive and security minded. Think people first, then technology. Even the latest computer cannot secure you against the risk of an employee opening a suspicious email and clicking on a dangerous link. Training is your 1st line of defense.

**Backup:** Backing up your data is the most basic and yet most important thing to do to lower the risk of losing data—whether from a hardware failure or a theft/loss incident. Check your backup to be sure it is working.

**Formalize:** It is risky not to have a formal service agreement with an IT provider like IT Radix or someone on staff whose full-time responsibility is computer and network services. Information technology is more integral to organizations than ever before. Be sure to formalize this function and responsibility and adequately fund it.

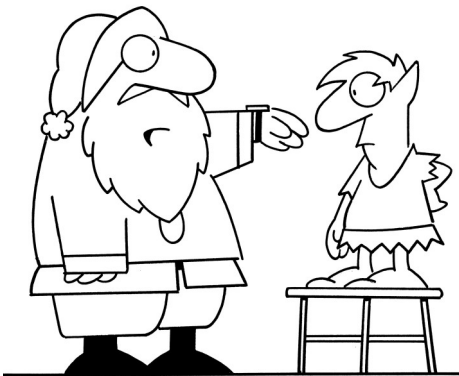
**Unclutter:** The "server room" or "telephone closet" is too often forgotten when it comes to routine cleaning and tends to be where old stuff piles up. Time to clean it out and turn that mangled mess of cables into something professional looking.

Let IT Radix help you plan for sweet success.



"Humour is used in struggle and solving difficult things, and I relish that tradition."

— Debra Granik, Director



"Mrs. Claus bought me a smartwatch! It knows when you are sleeping, it knows when you're awake, it knows if you've been bad or good..."

From the desk of: Cathy Coloff

Subject: 2020 is looking brighter than ever!

December is often a time to reflect while at the same time look ahead. It's been a busy year both at IT Radix and at home. So much so that it's hard to even remember last spring. I've never been one for journaling or the like. I do it in starts and stops. I'll open my journal and realize that months have gone by since my last entry. Of course, being the technology-oriented person that I am, I always debate with myself whether I would do better if I resorted to some type of digital diary instead. So far I simply cannot embrace that approach. When I do sit to write something personal down, I enjoy the smooth fountain pen gliding across the paper as I write in my mixed print-cursive handwriting. I was sorry to learn that Alex would not be learning cursive writing in school as handwriting can truly be a work of art. In high school, I took an adult education course in calligraphy and I still have the pens and lined practice paper. Exactly where it is in my basement is a bit of a mystery, but I take comfort in knowing its down there.

As a life-long learner, I challenged myself at a "camp" for adults in November. It was 3-day retreat that was part vacation, part "mastermind" and part "misogi." I didn't even know what "misogi" meant until I decided to go. When I first looked up "misogi" on the Internet, I found references to a Japanese purification ritual; so I was thinking along the lines of meditation, but I came to learn that it in this case it was much more than simply standing under a waterfall and chanting. Now, to me, misogi has come to mean a personal quest designed by you, testing yourself both mentally and physically in a new environment. The goal is to expand and withstand, to explore new experiences and to develop your grit. Now, I won't be doing a "Tough Mudder," but I do have a few plans which will make me a better individual (hopefully) and make my 2020 great.

In the meantime, I hope you and your loved ones have a safe and happy holiday season and wish you a bright 2020!



## Festive Fun Facts!

- Hanukkah, Hannuka, Chanukah? Which is correct? They all are! Because the word is transliterated from Hebrew, there's not an exact English equivalent for the sounds made by the Hebrew characters.
- The first Christmas card was sent in 1843—designed by John Horsley.
- The letters on a dreidel form an acronym (NGHS) for a Jewish phrase meaning "a great miracle happened there"—referring to the miraculous, long-lasting oil.
- Thomas Edison invented electric Christmas lights in 1880.

## The Future is Look'n Mighty Bright!

Do happy employees make for happy customers? We certainly think so. IT Radix is thrilled to reflect on being named one of the Best Places to Work in New Jersey! This distinction is given by NJBIZ magazine, New Jersey's leading business journal. The award is based on reviews by the employees of the companies that are surveyed. NJBIZ collects data confidentially from staff members at companies all over New Jersey and analyzes that data to come up with the list of the "2019 Best Places to Work in New Jersey." IT Radix is one of this year's honorees.



### What This Means for Our Customers...

The honor is clearly great news for IT Radix, but what does it mean for our customers? When employees have a positive attitude toward their work, it naturally spills over into their customer interactions. Happy employees will go the extra mile to deliver high-quality service and an exceptional customer experience. That's why companies whose employees rank them as one of the best places to work also tend to have higher customer satisfaction rankings. At IT Radix, our core values are aligned with the most common characteristics of companies with high employee engagement: a clear vision, honest leadership, a culture of collaboration, open communication and a willingness to hear honest feedback. Those core values guide not only our employee relationships, but also our relationships with customers.

We are honored to receive this accolade, and we thank our employees and customers for their loyalty and support. Our outlook for 2020 is look'n mighty bright!