

## Your Holiday Wish List Generated by AI

Ho Ho Ho and Happy Holidays! Here's a jolly wish list, generated by AI, to make your organization's digital dreams come true:

### Evergreen IT Support Via Managed IT Services

- Your network can be a winter wonderland by using managed IT services from IT Radix. It's all about system maintenance, security, backup, and recovery. You can also use cloud-based solutions to access key business applications and data from anywhere, even if you are stuck in a blizzard! For example, you can use a cloud-based document management software like SharePoint that allows you to securely share and manage content with your staff, like a virtual Santa's workshop.
- We are happy to offer you this AI-generated recommendation because it is what we do best! Our Managed IT Services programs deliver lower operating costs, access to highly experienced professionals, a flexible/scalable service, a secure and compliant environment, fewer headaches, less downtime and many more smiles on the faces of your staff. You will feel like it's Christmas every day (or like the holidays...year round!)

### Productivity Applications as Sweet as Gingerbread

- You can use productivity apps that can help you automate and systematize your workflows and processes as smooth as Santa's workshop! These can help you reduce repetitive and time-consuming tasks, improve customer engagement, and streamline HR operations. You can also enjoy some festive features and themes that will make your work and your staff more fun and cheerful. Why do you think the elves are always smiling?
- Our recommendations include Microsoft 365 for email, Office, and other Microsoft applications. That includes SharePoint to improve employee collaboration and efficiency. The elves have used it for centuries! You might consider Trello for project management, and RescueTime or BeeTime for activity tracking. These will help you get

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#### Tis the Season

Our office will be closed Mondays, 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 help.

#### A Holiday Hello from IT Radix

Our staff had fun with props and prose to create a festive holiday hello for our fabulous clients.

Enjoy!

[www.it-radix.com/HolidayHello](http://www.it-radix.com/HolidayHello)

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)



## Your Holiday Wish List Generated by AI *(Continued from page 1)*

your work done faster and easier, so you can have more time to celebrate the holidays with your loved ones.

### Computers as Fast as Santa's Sleigh

- You can upgrade your business laptop and business desktop to models that offer more power, storage, and customization than your current equipment. You need devices that can handle your daily tasks, run your favorite software, and support multiple monitors. You also want devices that are lightweight, sturdy, and secure. You can also enjoy some festive features and themes that will make your work more fun and cheerful.
- At this point, we are recommending upgrading to Windows 11 after you have tested compatibility with your current hardware and software applications. The improvements made by Microsoft include many more productivity enhancing applications, an easier-to-manage desktop, and much improved security to enhance resistance to malware. Windows 11 also has a new look and feel that is inspired by the holiday season, with snowflakes, stars, and lights. You can also customize your desktop with your own photos and wallpapers of your favorite holiday scenes.



and themes that will make your calls more like a holiday party.

- If you are already using Microsoft 365, we highly recommend a Microsoft Teams phone system. This has all the benefits of VoIP, plus integration with your productivity applications, video, recording and transcribing services, and more. Teams phones require Microsoft 365 licenses and calling plans. You can also use Teams to host your virtual holiday party with your colleagues and clients. You can share your screen, play games, chat, and have a great time. Teams is the ultimate tool for celebrating the holidays with your business network.

### Portable Audio Conferencing

- A portable audio-conferencing device is like a magic sleigh that lets you conduct high-quality meetings with your clients, partners, and team members from anywhere. You can connect it to your laptop, smartphone, or tablet via Bluetooth or USB and enjoy clear sound and noise cancellation. These are designed for situations where you need to get up and running quickly on a conference call wherever you are, even if you are traveling to the North Pole. A portable audio-conferencing device can cost from \$100 to \$300.

### VoIP Phone System as Magical as the Holidays

- A VoIP phone system is like a gift that keeps on giving, and it is better than a fruitcake! It uses the internet to make and receive calls. The benefits are greater mobility, cost savings, and many more features than a traditional landline. A VoIP phone system can cost up to \$200 for the hardware and \$20 to \$30 per month for the service. You can also enjoy some festive features

If you would like to learn more about any of these ways to improve your organization as you move into 2024, we would love to talk about it more with you. We will bring doughnuts and coffee, and maybe some eggnog and gingerbread cookies too!

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Proudly folded & stuffed by Central Park School

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## IT Security Commandment #10:

# Thou Shalt Demand That Your Vendors, Suppliers, and Clients Take Cybersecurity Seriously



You take cybersecurity seriously. You have decided to live by the nine commandments of cybersecurity that we have shared so far. You keep IT security top of mind, protect your network, keep systems up to date, limit data exposure, train your staff, keep all IT security policies updated and enforced, manage and monitor internal and external access, periodically test yourself, and immediately address issues that arise. Congratulations!

However, your work is not complete. You may wonder why. After all that, what more can you do? Well, the answer is fairly simple and relates to all the people and organizations that you rely on as resources and provide for as clients. The days of creating a fortress on a hill protected by a moat and being totally separated from the rest of the world—at least digitally—are over. Your network, your business, and your organization are connected in innumerable ways with outsiders of all sorts.

The 10<sup>th</sup> commandment of IT security is to demand that your vendors, suppliers, and clients take cybersecurity seriously too!

Breaches are increasingly occurring via third parties. To fully live out the 10<sup>th</sup> commandment, organizations should conduct some level of third-party risk assessment with potential vendors. By leveraging your in-house IT staff or your outsourced IT provider, you should have a defined set of questions to determine the

level to which these outsiders take IT security seriously. Here are some questions to ask:

- Do you have a cyber liability insurance policy in place?
- What type of data security training does your staff do?
- How do you manage remote access to your network?
- Where will my company data be stored? How will it be transmitted and protected?
- Will any third parties have access to my data?
- Have you ever undergone a breach or other cyberattack? What actions were taken afterwards?
- Do you have a written Incident Response Plan?
- What security measures, software, and hardware are currently in place?
- Have you had a recent Vulnerability Scan or Penetration Test performed?
- Do you have a business continuity plan, and is it up to date?

Asking these questions is a first step to ensuring that those connecting to your network from the outside are taking cybersecurity seriously, thus reinforcing the 10<sup>th</sup> Commandment of IT Security!



## Momentum NJ Magazine

In case you missed it, check out our latest edition of IT Radix's *Momentum NJ* magazine to learn more about current technology trends and business concerns of local organizations like yours. In our feature story, Shark Tank's Barbara Corcoran shares her secrets to sales and innovation. [www.it-radix.com/magazine](http://www.it-radix.com/magazine)

## Inside This Issue

- A technology wish list, generated by AI, for your organization
- Why your vendors, suppliers, and clients must take cybersecurity seriously
- Shark Tank's Barbara Corcoran shares her secrets to sales and innovation

*"Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world."*  
— Archbishop Desmond Tutu

**off the mark**.com by Mark Parisi



«AddressBlock»

### From the desk of Cathy Coloff

It's a wrap! As we close out the year, I recall all the hubbub early in 2023 about AI—artificial intelligence and, specifically, ChatGPT. Technically, IT Radix has been using AI for quite some time. Case in point, the endpoint security software that we use and support for our clients relies heavily on AI to spot anomalies or unexpected actions. Without the use of AI, we mere humans couldn't keep up with all the activity that occurs within a computer. However, I'm proud to say that AI cannot replace the strong relationships we have with our clients and partners.

The year 2023 marks IT Radix's 15<sup>th</sup> anniversary in business. I'm so grateful for our wonderful clients with whom we've solved technical problems, implemented solutions to solve business problems and most importantly, made friends. I'm surrounded by amazing colleagues who collaborate but more importantly, laugh and enjoy each other's company while working together to help our clients succeed. Fellow technologist, Steve Jobs, said "...the only way to do great work is to love what you do." I love what I do, and it motivates me and the IT Radix team to deliver great service.

I wish you and your loved ones all the best during this holiday season, and I look forward to a wonderful year ahead.

