Executive IT Insider

The *Exclusive* Edge to Today's Technology

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Contents:

Computer Joke

How did the IT tech get burnt?

He touched the firewall.

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Owner of *IT Support RI*

We're absolutely thrilled to announce that **IT Support RI is the #1 fastest growing company in Rhode Island**! We still can't believe that we accomplished something this big on a **national** level!

When Nick and I started this company 17 years ago, we had **no idea** how much this company would grow and transform over the years. We <u>never</u> could have predicted this kind of growth and achievement!

I *wholeheartedly* want to thank **everyone** that has helped us grow into the company we are today!

Don't Get Burned By Not Having a Firewall!

Have you ever thought about what the internet is? Simply put, the internet is just a giant network. Within this network, there are millions upon millions of smaller networks routing and transmitting data to each other at lightning speeds. Within all these networks are workstations, servers, "smart things," and other connected devices, all which house <u>valuable personal data</u>.

How do we keep <u>our data and network safe</u> from *outside threats* and *malicious actors* lurking on the web? While there are many aspects to consider when talking network security and cyber hygiene, a good place to start is the firewall.

What is a firewall?

The term **firewall** originally referred to a wall that was specifically designed to confine a fire to a building. It is also the metal sheet that separates the engine from the passenger compartment of vehicles.

When we're talking networking, a firewall is a device that monitors traffic traveling in and out of your internal network. It also works to allow or deny traffic based on a pre-defined set of security rules or policies.

A firewall is your **first line of defense** between your trusted internal network and the untrusted outside internet.

Isn't anti-virus enough?

In short, <u>**no**</u>. If you're running a business, you have the unique responsibility of making sure your data and customer privacy is kept **secure**. When you factor in compliance requirements and regulations then consider the **very real** legal ramifications of a breach, it isn't worth the risk.

A firewall on your internal network is a necessity and an integral part of any company's security plan.

Employees are your biggest security risk

Even with proper training and mastery of techniques, we're all human. There's a good chance an employee will eventually click on a suspicious link or open a malicious attachment.

Next thing you know, every device running on your network is encrypted and you need to pay a ransom to get your data back!

This is **not** a position you want to be in, as many businesses and municipalities have recently discovered.

A firewall can prevent such a devastating attack from occurring or successfully reaching completion and destroying your business!

IT Support RI Makes Inc 5000 List

Inc. Magazine revealed that IT Support RI is on its annual **Inc. 5000** list of the *Fastest Growing Companies in America*!

We're also the **fastest growing company in the state of Rhode Island** and the 138th fastest growing IT management company <u>in the country</u>!

This list is the most prestigious ranking of the nation's fastest-growing private companies. The list represents a unique look at the most successful independent small businesses **in America**.

We want to thank all of our clients! This feat would not have been possible without your continuous support and choosing us as your IT company!

Our entire team will to *continue* to provide your business with the **best** IT service in the state!

Expert of the Month: The Team at Smith Insurance

Located in Pawtucket, RI, Smith Insurance Group has been serving Rhode Island and Massachusetts for <u>almost 70 years</u>! Originally founded in 1950 as Lefebvre Insurance Agency, Denise Smith began working there in 1990. In 2006, she had the opportunity to purchase the agency, which led to the creation of Smith Insurance and her new role as president and owner. At Smith Insurance, Denise and her team do **everything** they can for people looking for personal and business insurance, which is why they're our new *Expert of the Month*!

Smith Insurance offers a wide range of policies for personal insurance including: automobile, camper & RV, boat, motorcycle, recreation vehicles, life, property (home, renter's, and rental), umbrella, and flood. If you're looking for several different policies, they offer bundles to help you save money. Their business insurance offerings includes commercial property, commercial auto, general liability, contractor's liability, professional liability, worker's compensation, and business owner's insurance.

Denise *knows* that their level of customer service separates them from other agencies. Everyone writes, produces, and understands that <u>no job is too small</u>. When a customer comes to them, the Smith Insurance team shops around and uses their comparative rating software to ensure their customers are getting the lowest available rates. Everyone will happily do whatever to help their customers. Recently, Denise went to the registry for an older customer because as she states, "*that's just what we do*."

This dedication to their customers can be attributed to Denise's hard work. She personally trains her team and creates the foundation for the level of service they aim to provide. Some of their customers have been there for *at least* 50 years because they stayed with Denise after the sale. Over 90% of their customers are referrals, so you **know** they excel at what they do!

Since we started working with Smith Insurance, we've given Denise the peace of mind she's never had before. Denise explains how everyone in the office scans their files. "*I've always refused to scan any documents or throw anything away because I never trusted the backups would work. Now, I sleep better knowing that I don't have to worry. If something happens, I know I can give you a call and I'll be up and running in no time.*" In fact, Denise is so confident now, she purchased a paper shredder to use after she scans her files!

The team at Smith Insurance proudly serves customers in both Rhode Island and Massachusetts. If you'd like to learn more about Smith Insurance, visit their website www.dsmithins.net or give them a call at **401-724-1660**. They look forward to hearing from you and helping you with your insurance needs!