Executive IT Insider

The *Exclusive* Edge to Today's Technology

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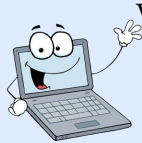
Inc. 5000

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January 2020

Provided By:

Paul Riendeau

Owner of *IT Support RI*

Happy New Year! Now that the holidays are over, let's start this year off **right**!

When it comes to your business, **you don't have the time to be stressed out**. We can help you get everything organized and under control!

If you have any projects, plans, or or business changes planned this year, give us a call or schedule a meeting.

Let us help make 2020 a successful year for your business!
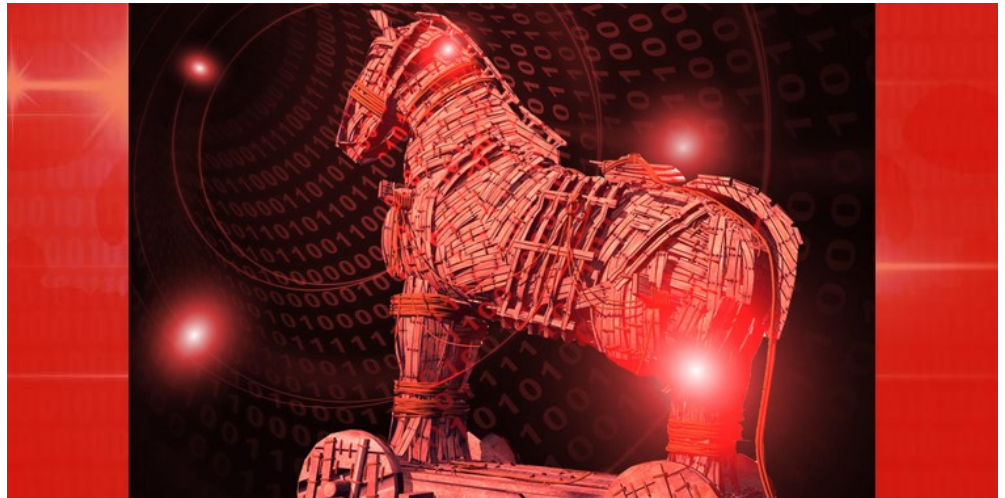
Advanced Persistent Threats: Emotet and Trickbot

Next generation malware has flipped today's threat landscape on its head. The wormable nature of new threats makes removal extremely difficult with reinfection often occurring moments after a system is cleaned. **Emotet** and **Trickbot** are two of the heavy-hitting threats in the malware world.

What is Emotet?

Emotet is a banking trojan whose primary function is to act as a "dropper" for other banking trojans; once it is successfully installed, it downloads and installs other trojans onto a system.

The worm-like capabilities makes it one of the **most costly** and **destructive** pieces of malware. Emotet's main goals are to infect as many systems as possible and to download and execute malware payload.

Emotet is polymorphic in nature, meaning it **evades antivirus software** signature detection. Emotet can also receive software updates from attackers. Since its discovery in 2014, there have been numerous new versions of Emotet, each more devasting and advanced than the last. The newest variation of Emotet was discovered in December 2019.

What is TrickBot?

In most cases, TrickBot is a secondary, **more sophisticated** infection installed by Emotet. In 2018, Trickbot was the top-ranked threat for businesses. Discovered in 2016, Trickbot is in direct competition with Emotet in the virtual race to steal as much information as possible. Trickbot shares **several** similarities with Emotet, however its primary goal is to steal money or financial information by accessing online banking and PayPal accounts. Unlike Emotet, Trickbot can:
- Brute force attack usernames and passwords.
- Harvest credentials during user login.
- Exploit the SMB vulnerability which was originally used by WannaCry ransomware.

Once a compromise occurs, Emotet and Trickbot are difficult to remove from systems and networks. Taking steps to prevent infection should be every organization's **top priority**. The first of these prevention steps should be social engineering awareness and training for all employees. Emotet and Trickbot are primarily **spread through phishing emails as malicious attachments or links**. Oftentimes, the email will contain tempting language regarding a payment, invoice, or shipping status from a familiar company. Other prevention steps include:
- Keeping all software and patches up to date
- Know the **proper procedure** for handling phishing emails.
- Avoid the use of privileged accounts for everyday use.
- Avoid the storage of plaintext passwords.
- Keep RDP sessions open only when necessary
- Enforce a **strong password policy** and enable **2FA** (2-Factor Authentication)
- Disable unnecessary share folders. Change default share folder names if used.
- Disable macros across the board.

If you need help with **employee cyber security awareness training** or are looking for the *extra email security* **Outlook** can provide, contact your IT consultant or give us a call!

Get More Free Tips, Tools and Services At Our Web Site: www.ITsupportRI.com

(401) 684-3036

Don't Flake on Resolutions for Your Business

It's that time of year—people with good intentions start to flake on their New Year's resolutions. Business leaders can also get caught up in the hustle of day-to-day operations and lose sight of our end goals. Ask yourself: "Did I set professional goals that I can achieve this year?" If you didn't, consider the **four steps** below to focus on your goals in 2020.

Ask yourself, "why?"—Think about any unmet goals from last year, lost revenue, hiring processes, effectiveness of leadership or other issues, and then identify **why** those problem areas fell short of success. Don't stop at the easy answers either. Dig deep and unearth the real factors behind issues.

Make sure your goals are S.M.A.R.T. Even if you've already created New Year's resolutions, you need to make sure there is planning to go along with them. In other words, your goals should be **S.M.A.R.T.**—specific, measurable, attainable, realistic and timely.

Stay accountable—At the workplace, it is crucial to your success to surround yourself with honest and encouraging colleagues who know your goals and will push you to be your best. Count on your team to call you out, make you better, teach you and help you.

Hit "refresh"—In business, it is an important reminder that you can't just rewind and start over. You must continuously prepare yourself for the next goal and there's no time to waste. Make a commitment now to start taking the goal-achieving process seriously.

—Andy Bailey, *www.PetraCoach.com*

A Year in Review: Reflecting on 2019

Owners Paul Riendeau & Nick Bernfeld

To our clients,
As we ring in the New Year, we would like to take this opportunity to **thank you for an amazing year**! Our success is based on the relationships we have built with you all over the years; and we wouldn't be where we are without you. Whether you've been with us for 10 years or you recently partnered with the IT Support RI team, we're thankful for the connections we've created.

This year has been filled with success, growth, and achievements. In 2019, we won **six** awards including: The Next-Gen 250, Top 15 Fastest Growing Private Companies in RI, Top 25 IT Service Companies, MSP 500, Top 15 Cyber Security Companies, and the Inc. 5000.

Being named to the **Inc. 5000** list has been one of our **biggest** and **best** achievements. Not only was IT Support RI honored as being one of the **Fastest Growing Companies in America**, but we're also the **#1 Fastest Growing Company in Rhode Island**! This feat is one of the *most prestigious in the country*; and to be named and honored at the awards ceremony in Arizona was nothing short of amazing.

With this exponential growth, **we've hired more technicians** to our team to help resolve your technology issues! We meticulously review hundreds of applications before choosing a new hire that feels like the perfect fit for our company. We surround ourselves with people that share our same values on integrity and taking pride in the work they do. We also purchased a van for our Project Team to take on the road. Now the team can have all the supplies and equipment they need for jobs while they ride in style!

Looking towards the future, we know we will continue to grow in our community while helping other local businesses also grow. When IT Support RI was founded in 2002, our main goal was to become one of the most reputable IT companies in the area—and **we'll continue to focus on that**! As we've grown, we want to ensure that we're providing honest and reliable IT support to our clients because we know how important IT is to every company. We focus on our customer's needs and invest in keeping ourselves ahead of the curve when it comes to innovative ways to use technology.

We don't know what 2020 will bring us, but we're excited to see what lies ahead. Working together has been a pleasure, and we're excited to have everyone with us. We look forward to another successful year of working with you!

Wishing you all the best on your continued success! **May 2020 be your company's best year ever**!

Sincerely,
Nick and Paul
Founders and Owners of IT Support RI

Refer-a-Friend & Get a Gift!

We love having you as a customer and honestly, we wish we had more just like you! This month, we're continuing our "**Refer-a-Friend**" event!

Refer any company with 5 or more computers to our office to receive a **FREE** IT Network Assessment. Once we've completed our initial appointment with your referral, we'll send you a **$50 Amazon gift card** and a **gift basket full of goodies**!

As an added bonus, if they join and become our client, we'll send you a **$500 Amazon Gift Card** for introducing your friend to us.

Simply call us at **401-522-5200**, e-mail us (**support@ITsupportRI.com**) or visit **www.ITsupportRI.com/referral** and send us their contact information!

Get More Free Tips, Tools and Services At Our Web Site: www.ITsupportRI.com
(401) 684-3036