

The Proxios Pulse

PROXIOS

Proxios Cloud Room



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Certification News: Proxios renews its Cisco's Express Collaboration Specialization and is re-certified as a Cisco Premier Certified Partner

Keeping our Cisco certifications current is a recurring responsibility, and our retention of each and acquiring of new whenever possible allows you, our valued clients, to feel confident in the services and support we provide.

We just received re-certification as a Cisco® Premier Certified Partner. While this is not quite as exciting as last month's news that we achieved the Cisco® Master Service Provider designation, each Cisco certification is important to us.

Proxios renewed its Cisco Express Collaboration Specialization certification which verifies knowledge in selling, designing, installing, and supporting many of the Cisco Business Edition 6000 (BE6K) portfolio of products.

Community Outreach: Proxios donates innovative IT services to Sunshine Ballpark Foundation

Sunshine Ballpark Foundation is empowered with a new, cloud-based IT service to further its community outreach efforts thanks to a generous donation by Proxios, an industry leader in IT solutions services. The local charity that provides character building, educational activities for Fredericksburg area

children now manages its operations with Proxios' Desktop as a Service (DaaS) solution that delivers the applications needed for use on a virtual desktop and handles virtual storage, upgrades and security for its facility management, fundraising and other operations.

"The advanced Virtual Desktop software and support has been outstanding. As volunteers we had a very difficult time sharing information and with Virtual Desktop, our board members can now view and save important information from just about anywhere. Their support team is excellent and always ready to go one step beyond when any issue might surface. Their knowledge and support has been a lifesaver for our organization," said Bill Lynch, Director of the Sunshine Ballpark Foundation.

The Proxios team supports the Sunshine Ballpark Foundation in other ways including as a lead sponsor at this year's Sunshine Ballpark Foundation's Annual Golf Tournament on June 13, 2016. Fredericksburg resident & Proxios Vice President, Michael Euripides serves on the Sunshine Ballpark Foundation Board of Directors. He and his colleagues believe in giving back to local organizations that have a positive impact on the community. "Working with a group like Sunshine Ballpark Foundation truly brings it all home for us," said Steve Fey, Proxios President and Chief Operating Officer. "Supporting this meaningful organization to help the children of our region reminds us all of how important such local efforts are, and we are proud to be a part of it."

About the Sunshine Ballpark Foundation

The Sunshine Ballpark Foundation was established in 2010 and continues the fundraising and development programs that began in 2006 with The Cal Ripken, Sr. Foundation's "Play Ball Fredericksburg" initiative. The local Board of Trustees raised over \$2.5 million from the community to build Phase I of Sunshine Ballpark and has provided resources and programs to more than 4,000 children throughout the Fredericksburg region each year. The new Sunshine Ballpark is designed to host these programs and the exciting Center for Exploration gives local children the opportunity to participate in the scientific deep sea exploration activities conducted through the Ballard Institute's Jason Project, as well as in their Engineering for Kids initiative. For more information, visit: www.sunshineballpark.org.

Award Achievement: Proxios was awarded the IES Sales Excellence Award in Sales Management

Proxios was selected as the winner for Sales Management Excellence at the 6th Annual Institute for Excellence in Sales Awards Ceremony. We're delighted and proud to receive this recognition from a partner that's proven to be so valuable to our growth and success.

"We're absolutely thrilled to be recognized with this honor," said Michael Euripides, Vice President of Business Strategy and Development for Proxios. "The IES is one of the best business development organizations, and with their guidance we've reached new heights. Proxios enacted a huge shift from transaction-based sales operations to a process-driven, consultative approach over the past 12 months. This huge shift has resulted in a sales team that is cohesive, focused, and committed, with a pipeline that is generating exceptional annual growth rates and a greater valuation of our company because of our ability to generate consistent new business. This is huge! Our awareness of alternate models was a direct result of attending IES events, and we're very excited that the IES has recognized our achievement."

Security Spotlight: Ransomware

Ransomware is getting worse. This form of malware is called ransomware because it restricts access to the infected computer system or data in some way, and demands that the user pay a ransom to the malware operators to remove the restriction and/or get access to your files again. Ransomware is introduced into the computer environment most commonly through email with a malicious file attachment or link, but it can also be acquired through visiting infected websites and other methods. Some forms of ransomware are known as crypto-ransomware. In the news they frequently refer to Crypto Locker which is a very prevalent form. This type systematically encrypts most of the files on the system, which prevents them from being opened, while some may simply lock the system rendering the system unusable. **Proxios' current Best in Class technologies, people and processes are designed to fight malware.**

Proxios employs a robust, in-depth defense process to handle ransomware. But as malware continues to increase in sophistication, which it ALWAYS will, we will have to employ newer technologies designed to fight this ever-increasing threat.

Our current process is a combination of:

- (1) Employing a dedicated Information Security Officer.
- (2) Utilizing the following prevention methods to stop the malware from reaching the user:
 - State of the art advanced Firewalls at all entry/exit points.
 - Best in class Anti-virus / Anti-malware software, updated regularly.
 - Spam and spoofing filtration on all inbound and outbound email traffic.
 - Installation of the most recent software security patches.
- (3) Using detection methods to quickly identify any malware that is activated.
- (4) Apply a complete Incident Response for Containment and Resolution
- (5) Deploy recovery methods to quickly restore the users back to a clean state.

Users are one of the most vital components to defense in the on-going and continually evolving cyberattacks threat scenario. Below are examples of the most common ways these occur, and what users must think about and remember:

- **Email** – Malware often arrives on your PC in an email attachment. You should never open an email that looks suspicious or an attachment from someone you don't know. Pay attention to the sender's email address as well as who it's addressed to, as that may provide a clue that something's not right. Instant messages and requests for file transfers can also spread malware.
- **Websites** – Never open links to webpages that you don't recognize or that are sent from people you don't know. Look closely at the spelling of the website name. At first glance, it may look familiar, but upon closer examination you may find it is spelled slightly wrong. Malicious websites can install malware on your PC when you visit them.
- **Use caution on the Virtual Desktop** – If you view a website that doesn't look quite right, or unexpected things happen when you visit, immediately call the Proxios Help Desk.
Use caution on your local PC – If you view a website that doesn't look quite right, or unexpected things happen when you visit, close your browser; download the latest updates for your security software; and run a quick scan on your PC. Call the Help Desk of whoever supports your local PC.
- **Pirated software on your local PC Only** – Malware is often bundled together with pirated software. When you install the pirated software, you may also install malware. If you think that any software that you have on your local PC is pirated, check with the software vendor, and they can help you confirm if the software is safe or not.
- **Social engineering** – Malware authors often try and trick you into doing what they want. This can be clicking or opening a file because it looks legitimate; paying money to unlock your PC; or visiting a malicious webpage. These deceptive appeals are known as social engineering. Never click a link in an email that says you need to log in because your account has been locked, or indicates some problem with your account. If you think it might actually be something you need to do, do not click any link in the email. Instead, in a browser window, go to the website yourself and log in. It will then tell you if you actually need to do something. If it's a company that you don't even know or deal with, it definitely should just be deleted.
- **Passwords** – Attackers may try to guess your Windows or Apple account or other passwords. This is why you should always use a password that can't be guessed easily. A strong password has at least eight characters (longer is better) and includes letters, numbers, and symbols.
- **USB flash drives and other removable drives** – Some types of malware, such as worms, can spread by copying themselves to any USB flash drives or other removable drives that are connected to your

computer. Always be careful when sharing removable drives, and make sure you scan them with anti-virus and anti-malware scanners before you do anything else with them.

Proxios continually evaluates the latest safety risks to ensure our clients are always protected. As always, we will plan and take appropriate actions to ensure that you, and we, are safeguarded from risk as much as possible. We will continue to communicate our progress as we enhance our services and offerings to address this ongoing need.