



THE PERIODIC JOURNAL

August Edition: 2018

At Element, we closely monitor the ever-changing technology and cybersecurity landscape and keep our clients running efficiently and help them manage risk, address challenges, and avoid pitfalls. The Periodic Journal provides news, guidance, expert advice, and best practices to help individuals and business executives run their businesses effectively. We hope you find these articles interesting and helpful.

If you have any questions about these or other topics, suggestions for future articles, or if we can assist you in any way, please do not hesitate to contact us.

Make sure you scroll through to the bottom for our tip of the month!

Partnership with Arctic Wolf

Traditional anti-virus / anti-malware solutions combined with strong firewalls are no longer all you need to prevent bad things from happening to good clients. To effectively combat cyber threats, Arctic Wolf combines live human expertise and machine intelligence to provide our clients with a real-time Security Incident and Event Monitoring solution. We will be reaching out to our clients in the coming months to further introduce you to this vital proactive cybersecurity service.





Unsung Hero

In the fast paced environment we work in every day, it's good to take a step back and appreciate all of the talented people that make Element such a great organization. This month, we recognize Isabele Soberano. Isabele is as dedicated and hard working as they come. She is responsible for handling our incoming calls and dispatching the appropriate engineer to ensure our clients are taken care of. Next time you call in for service, take the time to say "Hello" to Isabele. Thank you for all you do Isabele!



Service Spotlight: SmileBack

Client feedback is an important part of our service delivery process. In order to maintain a close pulse on our clients, we utilize an industry solution called SmileBack. When a request for service is received, worked and closed, the original person that requested service is asked to rate us similar to the picture on the right. By tracking our effectiveness, we are able to measure client satisfaction. We appreciate your time to let us know!

From: support@yourcompany.com
To: max@yourcustomer.com
Subject: Request #4085 - Can't log in

How did we do on this request?



Upcoming Events

- September 29 - Jeff Alluri will be presenting to the Florida Alliance of Paralegal Associations at Keiser University in Ft. Myers on Cybersecurity: A Law Firm's Responsibilities.
 - October 10 - Jeff Alluri will be presenting to the Southwest Florida ALA Chapter at The Embassy Suites in Estero on Cybersecurity: A Law Firm's Responsibilities.
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Interested in a Lunch & Learn?

Tip of the Month:

My calendar is not syncing with my computer!

When you attempt to add calendar entries to your mobile calendar you notice they are not showing up in your office calendar. Why is that?

Mobile devices use the first account you set up on the device as the 'default'. For instance, you purchase a new iPhone, and as you walk through the setup, you create a new iCloud account or connect to an existing one. The 'default' calendar will be iCloud going forward, even after you connect your office account. This is easy to change!

On iPhone or iPad, go to 'Settings', 'Calendar', 'Default Calendar', and make sure you select your office calendar, rather than any of the iCloud calendars. That's it!



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