

Q-4 2025
Newsletter

Quarterly



**IT Managed Services and Cyber Security Experts
Serving Southern New England & the Tri-State Area**

From the CEO

As we head into a new year, I'm excited to share a major evolution in the way we serve our clients. For years, MSPs have carried the stereotype of being reactive — stepping in only when something breaks or when a support ticket is opened. CBTG has always believed in doing more than that, but this quarter we're formalizing and expanding our commitment to true proactivity. We have launched a new structured process, which includes monthly

maintenance, hardening and testing initiatives that will keep our clients safer and their networks cleaner.

These monthly tasks go far beyond quick checks. They include real, meaningful work. Things like: backup/restore testing to verify that your critical information is recoverable; Active Directory cleanups to ensure your security posture remains tight; firmware updates and patching; and even physical dusting and re-organization of network cabinets to extend the life of your hardware. Each month, our technicians will follow a consistent checklist, document their findings, and resolve anything that needs attention before it grows into a problem.

This program is the next step in our mission to be the MSP that *actually* does the maintenance other providers only talk about. By investing in this level of behind-the-scenes care, we're reducing risk, improving uptime, and giving our clients confidence that their systems are secure, healthy, and ready for whatever their business demands next. Thank you for trusting our team — we're excited to keep raising the bar for what proactive IT support should look like.



Company Updates

- Hired Jenea and Bryan as Business Development Reps
- Purchased new CBTG vehicle for Sales Team
- Upgrade to cloud Contract Management application

- Upgrade to cloud Fleet Management application
 - Completed Windows 11 project across customer base
 - Purchased smart quoting tools to assist customers
 - Expanded our partnerships with Proxmox, Backblaze, & Proofpoint
 - Developed new marketing budgets and strategies
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Employee Spotlight

Brian



1. Birth Month: December
 2. Hobbies: Guitar/ Piano/ Cooking
 3. Favorite T.V. Show: Smallville
 4. Preferred Lunch Spot: Longhorn
 5. Best thing about GBTG: Hartford Yard Goat team building nights
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Sales Desk Update

As we close out the year, I'm excited to share that our sales team is growing. We're welcoming two new Business Development Specialists, Bryan and Jenea, who are joining CBTG to help expand our outreach and introduce our services to new organizations.

Bryan and Jenea will be focused on business development, relationship building, and opening new conversations in the market-allowing us to broaden our reach while continuing to deliver the level of service CBTG is known for. They're nearing the end of their training and are already contributing new energy and ideas.

We're excited to have them on board and look forward to the growth this brings to CBTG!



Cybersecurity Tip

EP 1009

NINJIO

"THE PRETENDER PROTOCOL"

SECURITY TOPIC: IMPERSONATION ATTACKS

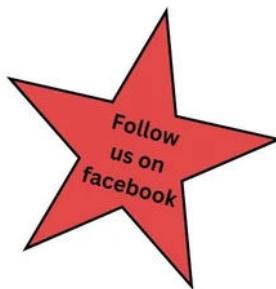
AN URGENT EMAIL WITH A LINK OR A MESSAGE TO CALL BACK OR CLICK IT?
COULD BE AN IMPERSONATION ATTACK TRYING TO PUNCH YOUR TICKET.

Social Post of the Quarter

Connecticut Business Technology Group LLC

Some CBTG team fun on this beautiful day! Great food, a little cornhole competition, and a lot of smiles!





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