October 28th 2019

MSP & MSSP Industry Notes

Sponsored by

Arcoa Group

ARCOA has established itself as an industry leader in the recycling and processing of electronics scrap. Our management has over 30 years of experience in scrap and precious metals recycling. As an R2:2013, ISO 14001:2015 and OHSAS 18001:2007 certified electronics recycler, we can assure you that all of our material processing is done in a safe and environmentally responsible manner.

Office1 Partners with Chaparral Business Machines, Inc to Expand Territory in California

- Office 1 based out of Las Vegas and is privately-owned provides IT services, copiers, printer, document imaging, cloud security and managed IT in Nevada and California
- Chaparral Business Machines located in Paso Robles, California area for 35 years. Offers Ricoh, Samsung MFPs, shredders and wide format plotters

IntraLAN business growth sees five new team additions

- InteraLAN business located in the United Kingdom for 25 years and provides IT services to UK clients
- Steven Smith Account Manager, previously worked at Vodafone
- Andrew Blanchard, previously Business Development Manager at AVI-SPL
- Martin Roskelly, previously from Novartis
- Mark Hurst with 23 years senior telecoms experience
- Andy Horn, CEO joined InterLAN earlier this year

AWS Managed Services Provider Logicata Offers Free AWS Migration

- Logicata based in London, England is and AWS managed service provider
- Offering free AWS cloud migration services for businesses
- Logicata offers full suite of AWS Managed services which include monitoring of AWS environments, cost optimization, patch management, incident management change management and continuous improvement

Axcient Introduces AutoVerify

- Axcient located in Denver, Colorado and offers cloud migration solutions for Managed Service Providers (MSPs)
- Key Benefits of AutoVerify include the following
    - Offers MSPs confidence in the integrity and recoverability of their backup system
    - Reduces the time spent manually fixing issues that might occur during a recovery fail over
    - Lowers the total cost of ownership (TCO) by automatically detecting, alerting, and fixing backup consistency issues
    - Allows for faster identification if there are any potential backup issues
    - Alerts from AutoVerify can sync directly with PSA and RMM technology tools, such as ConnectWise
- AutoVerfiy introduced in beat in August 2019

Client ransomware attacks up 37% in third quarter

- Beazley PLC (Beasley Breach Insights Report) reported a 37% increase in ransomware attacks against their clients over last year
- 24% were confirmed to be caused by a vendor managed service provider
- Chubb Ltd. Reported that ransomware attacks in the first half of this year exceeded total that was reported in 2018

Butcher Named CFO of Alaska Communications

- Alaska Communications provider for advanced broadband and managed IT services for client in Alaska
- Alaska Communications also operates statewide data network and undersea fiver optic system connecting Alaska with contiguous United States
- Names Laurie Butcher as CFO. Joined Alaska Communications in 1997 and previously served as Senior Vice President of Finance since October 2019

Blackpoint Cyber Announces its MSP Protect Program with Special Pricing for Managed Service ...

- Blackpoint Cyber headquartered in Elliot City Maryland
- Blackpoint Cyber established by US Department of Defense and Intelligence cyber security technology experts
- Launches MSP Protection program for MSPs
- In August of 2019 a ransomware attack hot 22 Texas local governments. City of Keene Mayor Gary Heinrich told NPR, "They got into our software provider, the guys who run our IT systems." The MSP of the affected governments later revealed that the hackers used its RMM to carry out the attack.

Konica Minolta hints at Aussie MSP acquisition

- KonicaMinolta has hinted it's looking to acquire and Australian MSP as reported by ARN
- KonicaMinolta also has alliances with Sophos, Fortinet, Microsoft and HP

Edge Technology Group Announces Multi-Cloud Platform Designed Exclusively For Alternative ...

- Edge Technology located in Greenwich, Conn., offers fully-managed IT services, cloud solutions for financial firms worldwide
- "CloudSuite is an agile and holistic platform that brings together the best components of the Private and Public Cloud. Having the ability to offer both Private and Public Cloud solutions, enables us to offer a combination of both in a Hybrid Cloud, supporting industry trends and data

- that a Multi Cloud approach is becoming widely adopted as the new industry standard," stated Tom Woollard, Managing Director, Head of Europe, at Edge Technology Group
- Edge has 8 locations across Asia Pacific, Europe and the US, including Singapore, Hong Kong, Sydney, London, New York, San Francisco, Austin and Greenwich, CT.

LucidLink Launches Global Managed Service Provider Program

- LucidLink located in San Francisco, California offers cloud-native file service, which was designed specifically for extensive data access over distance and to provide the performance needed to run file-based workloads on object storage for maximum efficiency and productivity. LucidLink Filespaces™ is compatible with any AWS S3 compatible storage provider that utilizes the cloud, on-prem, or hybrid storage
- Launches Global Managed Services Provider program
- Benefits to MSPs using Filespaces
    - Remove friction from sales by simplifying infrastructure requirements.
    - Reduce operational expenses through remote SaaS deployment.
    - Benefit from consumption-based recurring revenue.

Datto Hosts Its Largest European Conference to Date for Managed Service Providers

- Named DattoCon took placed in Paris, France on October 22, 2019
- Datto is a global provider of IT solutions delivered through MSPs
- DattoCon attracted more thant 850 MSP's from 26 countries making this the largest DattoCon event in Europs
- According Canalys, there has been a 25% increase each year in SMB spend on managed services from IT providers between 2016-2018
- DattoCon announcements
    - **Cloud Continuity for PCs**, now available in Europe and Canada, is an image-based, all-in-one business continuity solution for PCs that utilizes Datto's new patent-pending technology. It takes continuous backups and protects critical PC data from ransomware attacks, lost or stolen devices, or accidental deletion. MSPs can now recover an entire PC image or individual files without the need for a local appliance, access reliable backups of PC data, and virtualize backup images in the Datto Cloud

- Updates to **Datto Networking** include an all-new native integration with **Datto RMM** that dramatically streamlines end-user support by reducing movement between management portals. Partners can now easily assess performance capacity, identify related devices, and remotely control ports from the newly designed RMM interface, all at no additional charge
- Move to single sign-on (SSO) with **Datto RMM** brings a single, consistent location for MSPs to manage RMM user access. With a single credential, MSPs will now reduce the number of login prompts encountered when moving between Datto solutions. Also, as part of Datto's commitment to helping MSPs secure clients' IT environments, two-factor authentication (2FA) will be mandated for all RMM users to protect accounts from unauthorised access. In addition, a new library of scripting components launches with updates monthly, all available at no additional charge to Datto RMM user
- The SIRIS 4 line of **Business Continuity and Disaster Recovery (BCDR)** devices is now complete with the launch of the SIRIS 4 Business offering featuring new Intel Skylake CPUs for more power and error-correcting memory for more reliable backups. Other Continuity updates include Recovery Launchpad, an all-new cloud recovery tool that features a network configuration interface that allows MSPs to get clients up and running faster during a disaster. Also new is a Universal Backup support for any system running on VMware such as VoIP and security systems, extending the ability for MSPs to protect their clients' critical data systems as well as any system the business relies on to operate.
- The latest release of **Autotask PSA** includes a new integration with Microsoft Active Directory, which automatically updates the contact list in Autotask PSA to ensure more accurate billing statements as well as enhanced security. The release also includes an overhaul of the Configuration Item user interface that will increase efficiency when managing many different types of devices and assets that are discovered by an MSP's RMM tool.
- **SaaS Protection** offers a new, streamlined client onboarding process to make it easier for MSPs to add new clients. Also announced is expanded support for Microsoft Teams backup including Files, Conversations, and Calendar meetings.

New MFX Card Reader from Y Soft – Now with Plug and Play Ease

- T Soft founded in 2000, operates in 17 countries, has more than 20,000 clients in 120 countries and boasts 98% customer partner satisfaction rate
- Announces new YSoft USB Card Reader 3 MFX
- The MFX card reader simultaneously reads RFID cards that are both high and low frequency and uses HID technology commonly used in the U.S. and Mifare technology common in Europe and supports advanced security requirements.
- Founded in 2000, the company is headquartered in Brno, Czech Republic, with offices in North and Latin America, Europe and Middle East/Africa (EMEA) and the Asia Pacific region (APAC).

Crate.io Launches CrateDB Cloud on Azure

- Headquarter in San Francisco, California and Crate.io develops data management solutions that help companies put IoT and machine data to work.
- Launches CrateDB Cloud on Azure
- What it is
    - CrateDB is an open source distributed database offering the scalability and performance of NoSQL with the power and ease of standard SQL. The Crate.DB Cloud for Azure IoT is a turnkey data layer, offered as a hosted cloud service on Azure, enabling faster development of IoT platforms and data-driven smart factories
    - The CrateDB Cloud on Azure is ANSI SQL-compatible, making it easy to use and integrate with custom applications. Dynamic schemas and the sophisticated JSON handling (JavaScript Object Notation) make the database ideal for use even with especially heavy IIoT time-series data workloads