February 8th, 2020

MSP & MSSP Industry Notes

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Arcoa Group

ARCOA Group is here to help you successfully manage your IT Asset Disposition process. We help you recover value from retired electronic equipment through responsible methods of reuse and recycling. We ensure proper handling of assets which may contain data, while being environment stewards for assets that have no reuse value and are headed for recycling. We've built a robust de-manufacturing process to offer additional options for asset value recovery by disassembling equipment for commodity grade materials, which can be diverted from landfills and be used to create new base materials.

TPx Adds Managed Networks to MSx Service Portfolio

- TPx based in Los Angeles, California (USA)
- MSP for unified communications, managed IT and network connectivity
- More than 50K clients
- Adds MSx networks
  - Deployment and Management
  - Configuration Backups and Firmware Research/Upgrades
  - 24/7 Monitoring, Alerting and Troubleshooting
  - Hardware
  - Software and Hardware Licensing
  - Certified Vendor Expertise

CompassMSP Announces the Addition of Two Experienced Leaders to Its Senior Management Team

- CompassMSP based in Jacksonville, Florida (USA) and provides managed services for the SMB market
- Adds Michael Boone as Chief Revenue Officer
- Adds Jesse Sanders as Chief Financial Officer

Ingram Micro Further Enhances European IT Services Capabilities with Acquisition of Ictivity

- Ingram Micro Inc., headquarters in Santa Ana, California (USA) delivers global technology and supply chain services
- Announces acquisition of Ictivity (Netherlands) and provides a range of IT services (consulting, implementation, managed services, workplace automation, IT adoption and IT infrastructures)
- Ictivity to operate independently as an Ingram Micro company

Dynamic Quest Acquires Cohn Consulting Corporation

- Dynanic Quest headquarters in Greensboro, North Carolina (USA) and provides managed services for IT to mid-size and enterprise businesses
- Completes acquisition of Cohn Consulting Corporation based in Marietta, Georgia (USA)
- Cohn founded in 1994, managed service provider for IT services to small and medium sized businesses
- Spire Capital private equity firm

Agio Forges Partnership with Respond Software

- Agio headquarter in New York, New York (USA), offers cybersecurity and managed IT for financial services, healthcare and payments enterprise
- Forms formal partnership with Respond Software in Mountain View, California (USA)
- Respond Software offers cybersecurity services
- Agio to incorporate Respond Analyst software for their MDR suite and services

Abacus Group Announces Record Revenue And Client Growth In 2019 - Milestone Year's ...

- Abacus Group headquarter in New York, New York (USA) and provides global IT services for the financial services industry
- Clients and revenues up 50%
- Acquired Proactive Technologies
- Increase clients count to more than 600
- More than 180 employees
- Added AbacusFlex IT-as-a-Service
- Launched AbacusID™

365 Data Centers buys 24000 sqf New York data centre from mindSHIFT

- 365 Data Centers headquarter in Norwalk, CY (USA) offers cloud services, connectivity and date centers services for enterprise, carrier and content clients
- Acquires date center facility in Commack, Long Island (NY) from mindSHIFT Technologies (Ricoh company)
- 365 Date Centers in Boca Raton, Bridgewater, Buffalo, Chicago, Detroit, Fort Lauderdale, Indianapolis, Long Island, Nashville, NYC Philadelphia Tampa and 25 other PoPs nationally

Navisite Secures Membership to Stringent Azure Expert MSP Program for Second Consecutive Year

- Navisite an RDX Company headquartered in Andover, MASS (USA) is a globally provider for cloud hosting, managed applications and technology services
- Announces Microsoft Azure Expert Manager Service Provider for the second consecutive year
- Navisite one of fewer than 50 global Azure MSPs
- Launched in 2018, the Azure Expert MSP program was developed by Microsoft so customers can easily select a partner that offers the people, processes, experiences and technologies best suited to help them succeed in their cloud journey

SolarWinds Deepens Hybrid IT Database Portfolio With Database Performance Monitor for Cloud-Native Environments

- SolarWinds headquartered in Austin, TX (USA), provides IT management software
- Announces addition of Database Performance Monitor (DPM) for its IT operations management (ITOM) portfolio
- "As open-source and NoSQL databases grow in popularity and a new generation of applications are built on these platforms, developers, DevOps pros, DBAs, and monitoring engineers need more from their database monitoring solutions," said Sandy Orlando, senior vice president of products at SolarWinds
- **Benefits of DPM**
  - Ability to monitor cloud-native and on-premises databases including MongoDB and PostgreSQL
  - Always-on 24/7, down-to-the-second data collection to pinpoint where to investigate issues
  - Ability to achieve a new level of granularity with Adaptive Fault Detection designed to identify issues detrimental to a system
  - Customizable dashboards to focus on the database(s), queries, and systems along with the most pertinent and relative metrics
  - Ability to know the moment a system is down, or a threshold has been triggered, using automated alerting along with integration into Slack®, Opsgenie®, and more
  - Visibility into how new code impacts database workload and query performance
  - Best practice-based recommendations for proactive database optimization
  - Ability to create and share documentation across teams using DPM notebooks with text, code snippets, links, and images

BG Staffing has acquired a Boston-based specialized information technology consulting firm for $21.6 million

- BG Staffing purchases EdgeRock Technology Partners in an all-cash transaction
- EdgeRock Technology located in Plano, Texas (USA)
- EdgeRock Technology headquartered in Boston, MASS (USA) offers IT services

McLane Intel aquires Cettiworks, increasing customer base by 50 percent

- Mclane Intelligent Solutions located in Temple, Texas (USA) provides managed IT services
- Acquires Cettiworks a long time IT services partner
- By acquiring Cettiworks, McLane Intel expands its services to include custom data and API integration solutions

Xamin Reflects on 20% Growth in 2019, Demonstrating Strong Demand for Compliance-Focused ...

- Xamin Inc., located in Chicago, IL (USA) provides managed IT services for highly regulated companies
- Announces 20% increase in business last year

Perspecta Wins $277M Award from Labor Department

- Reported on Washingtonexec.com
- Awarded Prime contract with one year based with six- 1 year options
- Perspecta headquarters in Chantilly, VA (USA)
- Perspecta will provide DOL OCIO with enterprise operations and maintenance support services to manage, operate and secure a diverse set of IT infrastructures, applications, services and technology-enabled solutions. Work will support more than 4,000 end users in the DOL's OASAM OCIO headquarters office in Washington, D.C. and 16,000 end users throughout the United States

TeamLogic IT Reports Outstanding Results Achieved in 2019

- TeamLogic IT headquarters in Mission Viejo, California (USA), provides franchise managed IT services
- 2019 Results
  - The franchise network opened its 200th location and now has offices in 35 states plus Canada and Puerto Rico
  - Comparable office sales were up 26%
  - Network-wide sales were up 29%
  - Franchise Times magazine recognized the company in their Fast & Serious 2020
  - Entrepreneur magazine recognized the company as a Fastest Growing Franchise
  - Kaseya honored the company as the fastest growing MSP in the industry
  - Forbes Magazine ranked the company as the 4th best franchise to buy in the low investment category in its 2019 list of Best Franchises to Buy, compiled in collaboration with FRANdata
  - Channel Futures ranked the company as one of the leading MSPs in the world in its MSP501 listing. TeamLogic IT has ranked in this prestigious list for six consecutive years

Ottawa-based Fully Managed snaps up Calgary IT firm

- Fully Managed based in Ottawa, Canada, provide IT services and senior care technology
- Acquires TWT Group in Calgary, Canada in a cash-and-share deal
- Reported on OBJ.ca