February 22th, 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.

OneNeck IT Solutions Named To CRN MSP Elite 150 List

- OneNeck IT Solutions located in Madison, Wisconsin, subsidiary of Telephone and Data Systems, Inc
- Offer cloud and hosting solutions along with managed services, enterprise application management and advanced IT services
- Named to MSP Elite 150
- CRN's Managed Service Provider 500 list recognizes the top technology providers and consultants whose forward-thinking approach to providing managed services is changing the landscape of the IT channel
- Three categories that include Elite 150, Pioneer 250 and Security 100

SolarWinds Service Desk Announces Integration of Discovery and the Orion Platform

- SolarWinds in Austin, Texas. Offers IT management software
- Launches integration between SolarWinds Discovery and the Orion Platform'
- Integration helps reduce IT overspending, risk levels and improve service management processes
- Integration of two products provides
- Consolidate asset data from products on the Orion Platform and other sources into a single repository, allowing them to make better business decisions on IT assets, mitigate risks, and not violate the license terms of their software purchases
- Reduce the impact of changes to employees by increasing visibility into how Orion asset data and relationships between configuration information support IT services
- Identify the root causes of network and systems infrastructure issues by attaching Orion configuration data to SolarWinds Service Desk incident

Xperteks® Recognized on CRN's 2020 MSP500 List

- Xperteks Comouter Consultancy founded in 2001, offers Managed IT, network, cloud, cybersecurity management, server management, and system integration
- Awared MSP Pioneer 250
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Medicus IT Acquires Managed Services Provider Nexus Practice IT Services

- Medicus IT healthcare-focused managed service provider in Alpharetta, Georgia
- Announces acquisition of Nexus Practice IT service, provides managed IT for healthcare, based in Columbus, Ohio
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Lightstream Launches Cloud Managed Services with Strategic Cloud Management Platform Partner CloudCheckr

- Lightstream in Salt Lake City, Utah. Provides full service cloud and connectivity solutions to enterprises worldwide
- CloudCheckr in Rochester, New York. Founded in 2011, has more that 5,000 users
- CloudCheckr CloudCheckr is a comprehensive cloud management solution, helping businesses manage and automate cost as well as security for their public cloud environments

Insight Launches Collaboration Services for Cisco Webex Calling

- Insight headquarter in Tempe, Arizona. Offers solutions and services for Cloud _+ Date Center, connected workforce, supply chain optimization and digital innovation
- Launches collaboration services for Cisco Webex Calling (cloud-based calling system)
- **Design** – As a Cisco Master Collaboration Specialization partner, Insight has the expertise and track record of implementing comprehensive and secure collaboration architectures. Insight guides clients through proven designs to build a solution that meets their specific requirements, define a migration strategy, and maximize the benefits of cloud-based collaboration
- **Implementation** – Based on a client's tailored design, Insight leverages a migration strategy that minimizes the impact on end-users. Our team can also coordinate the deployment of on-premises gateways and endpoints in collaboration with the IT team, or clients can opt to use Insight's white-glove deployment approach
- **Escalated End-User Support** – Insight sets up clients for success by training and supporting end-users on day one and provides them with easy-to-use self-service tools. Additionally, Insight offers access to escalated level 2 and 3 end-user support for how-to's and issue resolution of all Webex Calling features, applications and devices
- **Managed Services** – Insight handles all incident management and the day-to-day administrative and change task management for clients as well as recommends and implements new service features that align with organizations' business needs

CGI signs new five-year renewal with Taylor Wimpey

- CGI offer information technologies and business processes
- 5th largest independent information technology firm in the world
- Employees 77,500
- Located in London, England
- Will supply managed IT service to Taylor Wimpey (residential developer) for five years
- Contract valued at 22 million pounds

vCom Announces Expansive Organizational Growth

- vCom located in San Ramon, California. Offers cloud-based software and managed services
- Annouces addition of Jon Weinberg as Vice President of Account Management
- Weinberg brings to vCom a 20-plus year track record in leading high performing customer success, account management, sales, and service delivery teams in both the SaaS and software industries

Converge Technology Solutions Achieves Master Services Competency for Network Virtualization

- Converge Technology out of Toronto, Canada. Provides hybrid IT solutions
- Achieves Network Virtualization VMware Services Competency
- VMware Master Services Competencies are designed to help partners demonstrate customer-centric solutions and technical proficiency, with proven success and expertise in a specialized area of business

Bell Techlogix named to Gartner's Magic Quadrant for Managed Workplace Services, North America

- Bell Techlogix located in Indianapolis, Indiana. Provides OT managed services and solutions
- Announces addition to Gartner Magic Quadrant
- Gartner, a leading global research and advisory firm, selected 20 companies for recognition in the 2020 Magic Quadrant for Managed Workplace Services, North

America. Companies were evaluated in several areas, including completeness of vision and ability to execute

Lingo Launches Enhanced Back-Office Capabilities

- Lingo Communications located in Atlanta, Georgia. Managed service provider for SMB markets
- Announces completion of enhanced back-office capabilities
- Lingo added 15 additional Customer Care staff in its Atmore, AL Call Center, increasing total staffing in that center to 75

Aptum Partners with Alert Logic to Bring Managed Detection and Response to Aptum Customers

- Aptum located in Toronto, Canada. Global hybrid and managed service provider
- Partners with Alert Logic to deliver Alert Logic's MDR solution
- Alert Logic headquarter in Houston, Texas
- Alert Logic offers SaaS MDR

Computer Design & Integration LLC (CDI LLC) Recognized for Excellence in Managed IT Services

- CDI LLC founded in 1995 with headquarters in New York City
- Awarded to MSP Elite 150 list
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Konica Minolta Recognized on CRN's 2020 MSP 500 List

- Konica Minolta Business Solutions USA located in Ramsey, NJ and All Covered (its IT Service Division
- Awarded MSP Elite 150

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Cybersecurity Update

- The Porter Clinic of Ogden, Utah was forced to pay $100,000 to the Department of Health and Human Services Office for Civil Rights (aka HIPAA Police) after an investigation prompted by a breach exposed the fact that a HIPAA Risk Analysis was never conducted
- The FBI stated that ransoms worth $144.35 million were paid between 1/2013 and 7/2019 to hackers
- The City of Cartersville, GA notified an unknown number of citizens that their info may have been exposed during recent ransomware attack, and admitted to paying $380,000 in ransom to restore network
- Hamilton County Sheriff's Office in Tennessee notified an unknown number of citizens that their info may have been exposed after network crash
- Interactive Medical Systems Corp. of Wake Forest, North Carolina and Brunswick County, NC notified an unknown number of patients that their PHI may have been exposed after an email phishing attack
- Railworks Corp., headquartered in New York City, NY notified an unknown number of employees and customers that their info may have been exposed after ransomware attack
- TBK Bank of Texas notified an unknown number of customers that their info may have been exposed during recent ransomware attack
- La Salle County government office in Texas notified an unknown number of citizens that their info may have been exposed after ransomware attack
- UPMC (University of Pittsburgh Medical Center) in Susquehanna, PA lost a court case where it tried to convince a Lycoming County judge to dismiss a lawsuit filed against the hospital, after one of its employees was caught illegally accessing PHI of patients

- Researchers at Avira, announced they have found a flaw in internet security cameras that lets hackers snoop on users' video feeds and even hijack the device to scan a network for other holes
- Riverview Health of Noblesville, IN notified 2,610 patients that their PHI was exposed due to direct mail error
- Microsoft reports on ransomware:
    - Average ransom demand for REvil ransomware attack = $260,000
    - Wadhrama ransomware uses 'smash and grab" attack with ransom demands made within one hour of infiltration into network, and also conducts reconnaissance within the network
    - Hackers charges up to $18,268 per device compromised
    - Parinacota ransomware uses RDP (remote desktop protocol) brute force attack to enter network, scanning for vulnerable devices

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