



April 18th, 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.

### [Aspire Systems Launches Oracle Managed Services to Help Enterprises manage their Enterprise ...](#)

- Aspire Systems located in Illinois, USA
- Launches Oracle Applications Managed Services
- Aspire is early adopter of Oracle Fusion Cloud
  - Oracle Managed Services is best suited for Enterprises:
    - Using Oracle E-business suite or Oracle Fusion Applications
    - Want to outsource [Oracle Application services](#)
    - Are undergoing vendor consolidation
    - Interested in improving the quality of Oracle solutions and custom developments to optimize TCO
    - Are looking for the efficiencies and benefits of a leveraged delivery model.



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## [Bell Techlogix named among 250 Tech Elite](#)

- Bell Techlogix based on Indianapolis, Indiana
- Provides managed IT services and MSP
- Named to 2020 Tech Elite 250 and Tops MSP list by CRN
- 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

## [Kofax Presents Partner of the Year Awards](#)

- Kofax located in Irvine, CA
- Provides software automation for more than 20,000 clients
- Partner of the Year Award Winners
- [Canon U.S.A., Inc.](#), a leader in digital imaging solutions, won the *Capture Partner of the Year* award due to its excellence in servicing customers by delivering capture-powered workflows and automating business processes.
- [Cranel Inc.](#), a distributor of document, check and print management solutions, was given the *Distributor of the Year* award after becoming the first to contract, train and launch [Kofax ControlSuite](#).
- [Dynatos](#), which automates and optimizes financial processes, received the *Partner of the Year* award after doubling their Kofax revenue using a “land and expand” approach that ensures customer success and cross-sell opportunities.
- [Latourrette Consulting](#), which helps organizations simplify how they interact with their business documents and processes, took home the *Professional Service Provider* award thanks to 30 projects involving over 5,000 hours of services and 215 separate Kofax technical certifications across IC, Financial Process Automation and Intelligent Automation.
- [Optima Global Solutions](#), which offers fully integrated business process automation solutions, was given the *Solution Partner* award after their solutions enabled over 50 joint customers to streamline the procure-to-pay lifecycle, including capturing and approving accounts payable invoices exclusively leveraging [Kofax TotalAgility](#).
- [Ricoh](#), which empowers digital workplaces using innovative technologies and services to help people work smarter, received the *MFP Enterprise Partner of the Year* award after testing and validating that Kofax ControlSuite was ready for enterprise and SMB deployments.



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### [Kyocera awarded ISO 27001 accreditation for commitment to data security](#)

- Kyocera Documents Solutions of Europe
- Verified in this instance by DAS Certification, ISO 27001 is an international standard that ensures organizations have established a framework of business and IT processes to identify, manage and reduce risks

### [Maintel launches innovative ICON Teams Connector – a cost-effective calling solution for Microsoft Teams](#)

- Maintel located in the United Kingdom
- Provides cloud and managed services and focuses on communications
- Launches ICON Teams Connector
- The ICON Teams Connector is a hosted service that connects Microsoft Teams to the public switch telephony network (PSTN) using Microsoft's Direct Routing technology

### [DH Capital Announces Closing Of \\$320m Preferred Equity Raise For TierPoint](#)

- DH Capital is an investment banking firm
- Announced they served as financial adviser for TierPoint on its recently closed preferred equity capital raise
- TierPoint provides connected data center and cloud solutions

### [VirtualArmor Wins \\$4.1M Managed Services Contracts With Data Center Client](#)

- Virtual Armor located in Colorado
- Provides cybersecurity managed services
- Won 3 contracts to manage a client's network architecture and engineering
- Value of contract is \$4,139,500 over a three year period

### [iQor Rapidly Scales Work-at-Home Solution with Over 50% of the Company's Workforce to Deliver ...](#)

- IQor located in St. Petersburg, Florida
- Managed service provider for customer engagement and technology-enabled BPO solutions



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- Announces that it has successfully scaled its work-at-home solution with over 15,000 of its customer experience workforce transitioned to work remotely
- Has 45,000 employees in 9 countries

### [Tech Data Launches Tech Data Coaches, an Online Mentoring Community for IT Channel Partners](#)

- Tech Data located in Clearwater, Florida
- Distributor for IT channel
- Announces release of Tech Data Coaches
- On-line coaching and collaboration platform designed to help Tech Data reseller

### [Synoptek Joins US Army Corps of Engineers in Race to Build Emergency Coronavirus Hospitals](#)

- Synoptek a systems integrator and managed IT service provider
- Partners with Sales O'Brien and Global Engineering Solutions to help the U.S. Army Corps of Engineers design, build and manage technology infrastructure for new alternate care facilities in response to COVID-19 crisis

### [Zones Named to the 2020 Tech Elite 250 by CRN®](#)

- Zones provides IT solutions
- Named to 2020 Tech Elite by CRN
- 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
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### [Cybersecurity Updates](#)

IBM report on security states:

- Average total cost of a data breach is now \$3.92 million
- Average cost of lost revenue is \$1.42 million
- Healthcare industry average total cost is \$6.45 million or \$429 per record



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- Average size of breach involves 25,575 records
- Average cost per record of \$150
- Average time to discover breach is 279 days
- 49% of breaches caused by internal employees  
Includes accidental and malicious incidents

Emisoft Software announced results of research show that 79% of ransomware attacks occur in the healthcare vertical in the U.S. for first 9 months of 2019

Otis R. Bowen Center for Human Services of Indiana reported that an unknown number of patients had their PHI exposed after an email phishing attack

University of Minnesota Physicians reported that 683 patients had their PHI exposed after an email phishing attack

Eversana, headquartered in Milwaukee, WI, notified an unknown number of patients that their PHI may have been exposed after an email phishing attack

FBI issued warning to healthcare industry in the U.S. of a new hacking group, using Kwampirs Remote Access Trojan to exploit their networks

Tencent Keen Security Lab reports that hackers can launch remote attacks on new Lexus and Toyota vehicles, due to security vulnerabilities

- o Allows hackers to force car to perform "physical actions"

Marriott Corp. reported another breach that exposed info on 5.2 million guests, after two employees had their credential stolen

Zoom Inc., provider of video webinar solutions, announced it created a CISO (chief information security officer) Council and Advisory board in response to security concerns with its service

RigUp Inc. of Austin, TX notified 76,000 of people in the energy sector that their info was compromised when it was inadvertently exposed on a publicly viewable website.

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