May 3rd, 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.

## RBRO Solutions helps the world's largest law firm migrate to the iManage Cloud

- RBRO provides end-to-end solutions for iManage for more than 15 years
- RBRO Solutions based in Pickering, Ontario, Canada
- Announces engagement with world's largest law firm of Baker McKenzie
- Project to consolidate and migrate Baker McKenzie's 70+ libraries to the iManage Cloud

## NetDocuments Joins Onit's Strategic Alliance Program as Newest Partner

- Onit, Inc., based in Houston, Texas provides enterprise workflow solutions, enterprise legal management, contract lifecycle management and business process automation
- Announces NetDocuments is joining Onit's Strategic Alliance Program
- NetDocuments servers more than 2,750 clients worldwide and provides legal cloud based content services and platform

## Zeal Announces Box Integration Combining Contract Data With Unified Cloud Content Management

- Zeal announces they were selected to join Box's Technology Partner Program
- Zeal is a collaborative cloud-based contract management platform that uses machine learning to help companies automate contract functions, analyze contract data and build workflows that enhance compliance and accelerate sales

## Synoptek Named to ChannelE2E Top 100 Vertical Market MSPs: 2020 Edition

- Synoptek is a global systems integrator, also provides managed IT services
- Named to After Nines Inc.'s ChannelE2E Top 100 Vertical Market MSPs list and research (http://www.channelE2E.com/top100) for 2020
- This year's research revealed several key MSP market trends
  - Honorees generated a combined $1.12 billion in vertical market annual recurring revenue (ARR) in 2019, up from $699.1 million in 2018. The surge involved organic growth, combined with accelerated merger and acquisition (M&A) activity
  - The most successful vertical market MSPs are zeroing in on financial services and healthcare, while MSPs in the legal and manufacturing sectors also showed particularly strong growth
  - The Top 100 Vertical Market MSPs now manage more than 2.8 million users across their customer sites in 2019, up from 2.6 million in 2018
  - MSPs consider their top vertical market technology partners to be Microsoft (56%), Dell Technologies (22%), Cisco Systems (21%), Datto (19%), ConnectWise (11%) and Ingram Micro (11%)

## PrivX® chosen as the Privileged Access Management solution by Fujitsu for their Customer Management Environment (CME) platform

- SSH.COM today announced that Fujitsu has selected to implement PrivX as a critical tool in their CME environment
- SSH.COM helps organizations access, secure, and control their digital core – their critical data, applications, and services

- PrivX is lean, quick-to-implement, and easy-to-use access management software for privileged access to on-premise and cloud environments.

## ADDING MULTIMEDIA NTT and Tanium Announce Intent for Strategic Partnership to Deploy Security Solutions for the Smart World

- NTT Corporation ("NTT") and Tanium Inc. ("Tanium") today announced their intention to enter into a strategic partnership to provide secure, highly reliable solutions for IT, IoT and OT environments to support Smart World deployments
- NTT is a Global Technology and Business Solutions Provider
- Tanium offers a unified endpoint management and security platform that is built for the world's most demanding IT environments

## ServerCentral Turing Group Provides Managed IT Services to Essential Chicago Businesses

- Sever Central Turing Group based in Chicago, IL., provides managed IT infrastructure service
- Announced its Essential Chicago initiative to provide managed IT services to Chicago essential businesses for the remainder of 2020

## ASC receives highest Security Certification for Information Technology from the US Department of ...

- ACS is a worldwide software provider in the field of omni-channel recording, quality management, and analytics
- Announces approval and certification by the Joint Interoperability Test Command (JITC) of the United States
- The Joint Interoperability Test Command is a wing of the DoD of Defense of the Defense Information Systems Agency (DISA)

## Jitterbit Announces Next-Generation MSP Partner Program to Help More Businesses Achieve ROI From Integration

- Jitterbit based in Alameda, California
- Announced a next-generation managed service provider (MSP) partner program
    - Partner readiness assessment and training program
    - Partner solution template dev/ops methodology
    - Best practices around designing, demos and delivery of new solutions
    - Go-to-market plans with seller toolkits
- Cloud for Good, which specializes in creating transformation value in the nonprofit and higher education sectors using Salesforce technologies, was among the first partners announced as part of the MSP program

## Xantrion Named to the ChannelE2E's 2019 Top Vertical Market MSPs List Managed Service Provider Ranks #33

- Xantrion located in Oakland,Califorinia and provides cybersecurity, technical support and outsourced IT services
- After Nines Inc. provides timeless IT guidance for strategic partners and IT security professionals across ChannelE2E (www.ChannelE2E.com) and MSSP Alert (www.MSSPAlert.com)
- named to After Nines Inc.'s ChannelE2E Top 100 Vertical Market MSPs list and research (http://www.channelE2E.com/top100) for 2019

## Cybersecurity Updates

- Aurora Medical Center Bay Area of Marinette, WI notified an unknown number of patients that their PHI was exposed after an email phishing attack
- Beaumont Health of Detroit, MI notified 112,000 patients that their PHI was exposed after an email phishing attack
- Brandywine Counseling of Wilmington, DE, notified an unknown number of patients that their PHI was exposed after ransomware attack
- The Horst Gortz Institute reports it found security vulnerability in Xilinx FPGA (field programmable gate array) chips commonly used in control systems, could data centers, cellular base stations, medical devices and aviation systems

- Microsoft is warning customers of an uptick in malware attacks using Trickbot to deliver ransomware
- PrimoHoagies Inc., headquartered in Westville, NJ, with locations in 8 states on East Coast, notified customers that their card payment info was exposed after hacking incident
- Cognizant Inc., a national managed IT services headquartered in Teaneck, NJ, notified an unknown number of customers that their info may have been exposed after a Maze ransomware attack
- Banner Health agreed to pay $8.9 million to settle claims made after breach exposed PHI of 2.9 million patients
- Mercy Health of Muskegon, Michigan announced that it had fired a nurse named Justin Howe after illegally accessing the PHI of multiple patients
- CTI League announced it has struck down more than 2800 cybercriminal assets on the Internet and identified 2000 security vulnerabilities in healthcare organizations
- Bloomberg News reports a 4300% increase in spam email related to COVID-19.
  - Google reports that more than 4300 domains related to federal stimulus packages, many of them are malicious as hackers try to cash in on COVID-19 pandemic
- Trustwave reports on 2019 cybersecurity:
  - 18% of network compromises in U.S. were ransomware, up 4%
  - 17% of attacks focused on financial data
  - Attackers were able to work inside the network for average of 86 days
  - 28% of email was spam
- The Small Business Administration notified 7,913 businesses that their info was compromised after a breach
- Bitdefender is reported that a spearfishing campaign named "Agent Tesla" is targeting oil and gas companies
- Confiant Security published report stating that 60 Revive ad servers have been compromised by the Tag Barnackle hacker group to insert malicious ads into online ad inventory to direct unsuspecting viewers to malware download sites read the rest here