



June 13th, 2020

MSP & MSSP Industry Notes

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[Fujitsu Hybrid IT Service Supports DX by Optimizing Hybrid IT Environment with the Latest ...](#)

- Announces the launch of Fujitsu Hybrid IT Service
- Fujitsu Hybrid IT Service is a portfolio of solutions that combine services and technologies related to the cloud, data center, network, security, systems operation and maintenance
- New solution can reduce the operational burden on IT systems by 20-30%, lower the total cost of ownership by 20~30%, and shorten the delivery time by 30-40%
- Digital enhanced EXchange (DEX) network (New: planned to be available in Q2, 2020)



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[SOSi Reorganizes Business to Drive Growth in the Defense IT and Intelligence Markets](#)

- Announces the consolidation of its defense information technology and intelligence solutions business units under the leadership of [Ed Bachl](#)
- Defense and Intelligence Solutions Group aligns its intelligence analytic, information operations, and technical collection capabilities
- As part of the reorganization, SOSi promoted [Christopher Alligood](#) to Vice President of the Intelligence Solutions Division, where he will lead the delivery and growth of SOSi's analytic and technical solutions for IC customers
- Founded in 1989, SOSi is the largest private, family-owned and operated technology and services integrator in the aerospace, defense, and government services industry

[IT professionals not getting enough rest](#)

- Survey results published by Core Company
- 71% of IT workers are getting less than 2 hours per day of genuine downtime - 29% find their current job too stressful
- 75% are suffering from sleep deprivation during pandemic

[Is working from home productive?](#)

- Survey results published by Engine Insights/Smartsheet
- 89% of Generation Z (born between 1997 and 2012) workers report difficulty working from home during pandemic
- 91% of Millennial (1981-1996) workers report difficulty
- 64% of Gen Z feel the amount of time spent on video calls makes it hard to get their work done
- 61% of Millennials report same
- 85% of Gen Z feel less connected to their teams
- 81% of Millennials report same
- 79% of Gen Z feel less informed about what is going on within their company
- 69% of Millennials report same



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[Concurrent Technologies Corporation to Continue Cybersecurity Support to the Marine Corps ...](#)

- U.S. Marine Corps Installations Command (MCICOM) has awarded Concurrent Technologies Corporation (CTC) a contract modification worth \$2.75 million
- To provide functional and technical programmatic support for securing the Marine Corps' Facility Related Control Systems (FRCS).
- The current cumulative contract value with the original base period and two option periods is \$7.0 million
- Concurrent Technologies Corporation (CTC) is an independent, nonprofit, applied scientific research and development professional services organization

[StorMagic Introduces New MSP Program to Enable Partners to Build and Deliver Differentiated Data Security Solutions](#)

- Announced the launch of its new [MSP \(managed service provider\) program](#) that enables MSPs to integrate [StorMagic SvKMS](#) into their own suite of services
- Enables partners to expand their businesses by adding simple, flexible key management services to their suite of offerings
- The multi-tenancy feature allows MSPs to manage one instance of SvKMS but deliver key management resources to each of their customers and ensure secure, segmented tenant databases for each one
- StorMagic SvKMS is FIPS 140-2 certified and helps companies meet all major compliance regulations including GDPR, HIPAA, PCI-DSS and SOX

[Fuji Xerox Bolsters Intelligent Information Management with M-Files AI-Powered Hybrid Cloud ...](#)

- Announced today its partnership with [M-Files](#)
- A hybrid cloud offering with a subscription-based model
- No upfront Capital Expense (CAPEX) investments required
- Enhanced cloud security with global-scale infrastructure and full service organisation control (SOC) compliance
- Advanced AI features intelligently tag, search and organize content with metadata based on what the content is, not where it is stored
-



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- Founded in 1962, Fuji Xerox Co., Ltd. is a leading company in offering smarter ways to work with its document-related solutions and services

[Wipro Extends Partnership with VMware to Deliver BoundaryLess Enterprise Solution](#)

- Announced the launch of its BoundaryLess Enterprise Solution (BLE), powered by VMware Tanzu product portfolio
- integrate VMware's latest innovations into its BLE, Wipro is also a Design Partner for the VMware Tanzu portfolio
- Wipro will offer these services across Americas, Europe, Middle East, Africa and Asia Pacific
- Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a global information technology, consulting and business process services company

[Connection Honored by Intel With U.S. Partner of the Year for Excellence in Accelerating Innovation Award](#)

- Recipient of Intel 2020 US Partner of the Year Excellence in Accelerating Innovation Award
- The title of Partner of the Year is awarded to companies achieving the highest standards of design, development, integration, and technology deployment to accelerate innovation, growth, and go-to-market strategies
- Connection, an Intel National Partner, was recognized for its go-to-market strategies and dedication to selling devices consistently across all segments
- PC Connection, Inc. and its subsidiaries, dba *Connection*, (www.connection.com); NASDAQ: CNXN) is a Fortune 1000 company headquartered in Merrimack, NH

[SolarWinds Updates APM Suite Designed to Simplify Application and Infrastructure Management](#)

- Announced new and improved features to its award-winning [SolarWinds® APM Suite](#) of SaaS-based infrastructure and application performance management (APM) solutions
- Highlights of the newest features and updates to the APM Suite include:



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- *New AppOptics service map*: Shows the dynamic relationships between services and their dependencies
- *New web transaction recorder for Pingdom*: Automatically captures how an end user interacts with a web application
- *Enhanced Loggly custom parsing and search UX*: Speeds time to insight with automated indexing and parsing of logs

SolarWinds APM Suite was recently recognized in the April [2020 Gartner® Magic Quadrant® for Application Performance Monitoring](#) (APM) based on the completeness of vision and ability to execute for its [APM suite](#) of products—Pingdom, AppOptics, and Loggly

[Logically is Recognized on CRN's 2020 Solution Provider 500](#)

- Announced that [CRN®](#), a brand of [The Channel Company](#), has named Logically to its [2020 Service Provider \(SP\) 500](#) list
- The SP 500 list is widely accepted as the industry standard for the highest-performing technology integrators, strategic service providers, and IT consultants on the basis of revenue
- According to CRN, this year's Solution Provider 500 companies collectively generated \$393 billion in 2019, up more than 3 percent from the \$381 billion last year's Solution Provider 500 generated in 2018
- Logically is a Managed IT Service Provider (MSP) to small and midsize organizations

[BCM One Announces Strategic Partnership With CNSG](#)

- Announced a strategic partnership with [Converged Network Services Group \(CNSG\)](#)
- CNSG's network of partners can deliver BCM One's array of managed network solutions to its customers including UCaaS Hosted Voice, SD-WAN, Managed Connectivity, SIP Trunking, Technology Expense Optimization, Microsoft Office 365, MS Teams and Azure
- Founded in 1992, BCM One is a leading managed solutions provider offering businesses a one-stop shop for integrated technology needs. Serving over 17,000 customers worldwide



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[Rackspace changes name in preparation for public markets](#)

- Reported on Bizjournals
- Rackspace is now Rackspace Technology, the company announced Monday morning
- name change is meant to reflect the end-to-end technology solutions the company will now be providing, which includes cloud optimization, security, cloud native enablement and data modernization

[Comodo and NuMSP Announce Strategic Partnership](#)

- Comodo and NuMSP today announced their strategic partnership
- Comodo delivers next generation cybersecurity solutions to protect businesses, schools, and government organizations
- NUMSP providing IT services and security solutions for SMBs

[Ricoh Named to CRN's 2020 Solution Provider 500 List](#)

- A
- Announced today that [CRN®](#) a brand of [The Channel Company](#), has named Ricoh to its 2020 *Solution Provider 500* list
- CRN releases its list of top 500 solution providers, a ranking of the leading IT channel partner organizations across North America by revenue
- CRN's complete 2020 *Solution Provider 500* list is available online at www.CRN.com/SP500 and a sample from the list will be featured in the June issue of CRN Magazine

[Konica Minolta's Laura Blackmer Recognized as One of CRN's 2020 Women of the Channel](#)

- [Konica Minolta Business Solutions U.S.A., Inc.](#) (Konica Minolta) announced today that CRN®, a brand of [The Channel Company](#), has named Laura Blackmer, Senior Vice President, Dealer Sales to its esteemed 2020 Women of the Channel list
- Laura Blackmer has extensive industry experience, including various roles in both sales and executive leadership positions. She is now a three-time honoree of CRN's prestigious Women of the Channel list and is a 2020 CRN Channel Chief



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- The 2020 Women of the Channel list will be featured in CRN® Magazine's June issue and online at [CRN.com/WOTC](https://www.crn.com/WOTC)

Cybersecurity Update

- Tessian Security published research report showing that there is a 47% increase in breach incidents over the last 2 years caused by insiders (existing employees) o Includes both accidental data loss as well as deliberate data exfiltration by negligent or disgruntled employees
- Amtrak, headquartered in Washington D.C., informed an unknown number of customers that their info was exposed after hacking incident
- Advanced Intelligence LLC is reporting that operators of NetWalker ransomware are "conducting extensive attacks" on the healthcare industry. - Kaiser Foundation Health Plan of the Mid-Atlantic States, headquartered in Rockville, MD, notified 2,756 patients that their PHI was exposed after employee illegally accessed the info
- The Southeastern Veterans' Center of Pennsylvania notified an unknown number of patients that their info may have been exposed after an employee illegally accessed the info
- Aveanna Healthcare, headquartered in Atlanta, GA, was hit by a class action lawsuit as a result of a HIPAA breach that exposed PHI of 166,000 patients. - DSA Connect published report showing a 350% increase in email phishing attacks during the COVID-19 pandemic
- Takes 100 days or more before breach is discovered on average -
- Saint Joseph Health System of Indiana notified an unknown number of patients that their PHI was exposed after paper medical records were improperly dumped in an unsecure location.
- Advanced Intelligence has published research report showing that operators of NetWalker ransomware, are now conducting extensive attacks on healthcare industry.
 - o Originating out of Russia
 - o Offering as "ransomware-as-a-service" to other hackers, allowing affiliates to keep up to 84% of the ransom collected
- A hacker leaked online the database of Daniel's Hosting, the largest free web hosting provider for dark web services. Includes thousands of email addresses, passwords and private keys



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- Capital One was ordered by a federal judge to turn over results of a digital forensics investigation into its huge breach last year. Former Amazon Web Services employee, Paige Thompson, was charged with stealing personal info of 106 million Capital One credit card customers
- The NSA is warning users of Exim, a mail transfer agent found in Unix operating systems, that it is being hacked by Sandworm, a hacking group in Russia.
- The Kentucky Employee's Health Plan notified 971 patients that their PHI was exposed after hacking incident
- Digital Management Inc. of Maryland, an IT contractor for NASA, announced it was hit by ransomware
- Lookout Security reported that there is a 37% increase in hacking attempts on smartphones, as a way into company networks.
- The City of Minneapolis and its Police department announced that its websites were hit by cyberattacks, which may have exposed info on some citizens

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