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MSP & MSSP Industry Notes

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[NEC Provides Secure Document Management and Sharing Service "Obbligato/Collaboration ..."](#)

- NEC Corporation announced the sales launch of a collaboration software as a service (SaaS) platform, the "Obbligato/Collaboration Platform," in China
- Enables central management of technical information for products, such as drawings, specifications, and bill of materials (BOM)
- NEC will promote sales among international manufacturers who are seeking to advance in the Chinese market



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[Datto Acquires Gluh to Drive MSP Growth](#)

- Announced its acquisition of [Gluh Pty Ltd](#), an Australia-based company
- [Gluh](#) has a real-time platform that enables MSPs to simplify the procurement of IT products and services
- Gluh's technology automates the processes of product selection, quoting, and sales of IT products and services for MSP clients
- Gluh is headquartered in Melbourne, Australia and will maintain its Melbourne operations

[Hyland wins ECM contract](#)

- Award from New Mexico Higher Education Department
- Implemented the OnBase ECM (electronic content management) solution including a no-code, digital student credentialing system using blockchain
- Will be used by
 - Northern New Mexico College
 - Santa Fe College
 - Mesalands College
 - San Juan College
 - Ayurvedic College

[Lightstream Launches Network Managed Services](#)

- Announced the launch of [Lightstream Network Managed Services](#) (NMS)
- Customizable managed-services solution helps organizations of all sizes to better manage risk by improving their network's availability, efficiency and technology implementation as well as addressing overspending
- Lightstream NMS is delivered through two tiers of services via its 24/7/365 Network Operations Center
- MNP has grown to more than 85 locations and 5,500 employees coast-to-coast.



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[CyberSeek™ Data Confirms the Ever-Present Need to Expand Cybersecurity Talent Pipeline](#)

- U.S. employers advertised nearly 508,000 job openings for cybersecurity workers between June 2019 through May 2020
- Currently 922,720 workers employed in cybersecurity-related jobs in the same time period.
- Created in 2016, CyberSeek is a joint initiative between the [National Initiative for Cybersecurity Education](#) (NICE), led by the [National Institute of Standards and Technology](#) (NIST);

[Datto Spotlights Partner Experience in SaaS Protection 2.5 Release](#)

- Announced the availability of the next version of [Datto SaaS Protection](#) that improves the user experience by making it more intuitive to manage and easier to integrate into existing systems
- Datto's [2020 Global State of the MSP Report](#), respondents said that 62% of their clients are currently using Microsoft365 cloud services and they expect that 70% will be using them within two years

Key Datto SaaS Protection updates include:

- Streamlined Client Onboarding: Protect clients' critical cloud data in a matter of minutes with a simplified setup and an easy click-through onboarding process
- Flexible Retention: Users choose between settings that allow for infinite cloud retention and as well as time-based retention to provide flexibility in meeting the individual needs of each end client
- Intuitive, User-Friendly Management Portal: Quickly and easily determine the number of licenses in use, gauge profitability, and view clients' backup status all from a single view

[Open Systems is Among the First MSSPs Joining the Microsoft Intelligent Security Association as ...](#)

- Announced that it, and its Born in the Cloud division, are among a select group of managed security service providers (MSSP) invited to join the [Microsoft Intelligent Security Association](#) (MISA) ecosystem in a pilot program
- Open Systems' MDR services utilize the Microsoft Azure Sentinel cloud-native SIEM and SOAR solution



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[Apogee Managed Campus Services Help Colleges and Universities Meet Intensifying Connectivity ...](#)

- [State of Higher Education Strategic Planning Study](#) conducted by Apogee suggests that higher education may not be technologically prepared for a rapid and dramatic shift to blended learning

[Cybersecurity Update](#)

- - IDG publishes result of survey showing that the most important tech project for CIO's is Cybersecurity. Other projects of less importance included:
 - o Business intelligence
 - o Workflow automation
 - o Artificial intelligence
 - o Cloud
- 68% will be increasing their spend on cybersecurity in next 12 months
- Modern Healthcare published report that claims 744,500 patients had their PHI as a result of a breach in the month of June, 2020
- The U.S. is considering banning the TikTok app, as it is made by a Chinese company, and could be used by the Chinese government to surveil users and capture info on their mobile device.
- Sonic, the national fast food chain, lost an attempt to dismiss a negligence claim
 - o Financial institutions are pursuing Sonic over a huge data breach in 2017 that exposed credit/debit card info from 325 locations
- Florida Orthopedic Institute is being sued for \$99 million by patients after their PHI was exposed during recent breach.
- OpenClinic GA, which provides an open source integrated hospital information management system, notified its customers that it discovered 12 security vulnerabilities.
- Roseland Community Hospital of Chicago, IL reported that it lost Internet and phone system services for 24 hours after a car crash cut out services.
- Gemini Advisory reported that a hacking group named "Keeper" is exposing info on 184,000 customers stolen from 570 online stores.



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- Agari Security published report that a Russian hacking group named “Cosmic Lynx” is targeting organizations in 46 countries with coronavirus themed email phishing attacks.
- The US Secret Service sent out a security alert that hackers have been attacking managed IT service providers in the U.S. Hackers gain access and then use a springboard to the internal networks of their customers.
- DXC Technology, a business process outsourcing company headquartered in Tysons, VA, notified an unknown number of its customers that its info may have been exposed after it was hit by ransomware.
- Digital Shadows published report stating that more than 15 billion username and password pairs are for sale on the Dark Web.
- The U.S. Department of Justice announced it has indicted Andrey Turchin of Kazakhstan for allegedly being a hacker named “fxmsp”, for stealing from 300 different organizations.
- Kaspersky Security reports that 14.8% of users of products running Android OS who were targeted by malware, were left with undeletable files.
 - o “A system partition infection entails a high level of risk for the users of infected devices, as a security solution cannot access the system directories, meaning it cannot remove the malicious files”
- Pearson Education suffered a breach exposing info on 13,000 students.
- Malwarebytes is warning consumers that some smartphones running Android have unremovable malware bundled in the phone.
- Salinas Valley Memorial Health System of California notified an unknown number of patients that their PHI was exposed after an email phishing attack.
- Providence Health Plan of Oregon notified almost 50,000 patients that their PHI may have been exposed after hacking incident.
- Healthcare Fiscal Management Inc. of Wilmington, NC notified 58,000 patients that their PHI may have been exposed after ransomware attack.
- Friendship Community Care of Russellville, AR notified 9,745 patients that their PHI was exposed after email phishing attack.
- Independence Blue Cross of Philadelphia, PA notified an unknown number of patients that their PHI may have been exposed due to hacking incident.

- Hacker named Trorice Crawford of San Diego, CA was sentenced to 4 years in federal prison for stealing identities from U.S. service members and using them to steal millions of dollars from their bank accounts.

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