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## MSP & MSSP Industry Notes

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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.

### [IDC report on mobile workers](#)

- U.S. mobile worker population will increase from 78.5 million in 2020 to 93.5 million in 2024
- Will account for 60% of total U.S. workforce
- 87% of U.S. enterprises expect their employees to continue working from home 3 or more days per week once mandatory pandemic closures are lifted

### [Keypoint Intelligence Announces Winners of New Buyers Lab PaceSetter Awards in Three Categories of Managed Services](#)

- The winners for 2020–2021
  - KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.  
BLI PaceSetter 2020–2021 in Managed IT Services



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- HP INC.  
BLI PaceSetter 2020–2021 in Managed Print Services
- RICOH USA, INC.  
BLI PaceSetter 2020–2021 in Business Process Services
- XEROX CORPORATION  
BLI PaceSetter 2020–2021 in Business Process Services  
BLI PaceSetter 2020–2021 in Managed Print Services

To determine the vendors that lead the market in each category, Keypoint Intelligence invited the leading document imaging OEMs to participate in an in-depth study that covered areas such as portfolio of offerings, primary differentiators, go-to-market strategy, ability to accommodate remote employees, and much more. Keypoint Intelligence analysts then applied a proprietary scoring rubric to determine the winners.

### [Crawford Technologies and Nuxeo partner to provide document management solution](#)

- Crawford Technologies and Nuxeo, are collaborating to develop a new integration that will allow organizations to move their high-volume documents and customer service data
- CCM Gateway for Nuxeo integrates Crawford Technologies' transformation, indexing, and document classification techniques with Nuxeo's robust cloud-native platform
- solution makes it possible for enterprises to move from problematic legacy storage systems to a modern, cloud-based, natively web-enabled solution to accelerate digital transformation initiatives

### [SolarWinds Backup Recovery Testing Adoption Underscores MSP Security Growth Opportunities](#)

- MSPs replace manual backup verification with highly efficient automated testing
- Reports in June 2020, with more than 3,110 devices currently enabled

### [Ontrack Announces Global Data Recovery Agreement With Toshiba](#)

- Announced the provision of data recovery services to customers of Toshiba Electronic Devices & Storage Corporation hard disk drive products
- Toshiba customers will receive the following benefits when choosing Ontrack



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- Free shipping of their Toshiba hard disk drive (where Ontrack operates)
- Free consultation and evaluation of the media
- An exclusive 10% discount off Ontrack Data Recovery services
- A dedicated Data Services Representative to help at every stage
- Fixed pricing, with no hidden charges
- No recovery, no fee policy
- Data recovery services performed by expert engineers
- Complete end-to-end security and peace of mind

### [Ricoh Canada joins Vizetto Inc. rBoard™ Alliance](#)

- Announced that it has joined Vizetto Inc.'s rBoard alliance
- rBoard alliance is a group of technology companies that share a common commitment towards promoting the highest standards and user experience for team collaboration
- Ricoh Canada certified rBoard™ solutions integrate with display, touch and computing technologies

### [Lead for IT Services in Colorado](#)

- Information Technology Staff Augmentation

### [Free Educational Event Helps IT Service Providers Scale with Managed Security Services](#)

- GreatAmerica [Master Managed Security Service Provider \(MSSP\)](#), announced a free online event focused on best practices for technology providers to grow their IT business with cybersecurity
- [MSSP Accelerator](#) will feature different cybersecurity industry thought leaders from: CharTec, Pax8, ID Agent, SolarWindsFortinet, Datto, PathShare HR Services, and GreatAmerica
- MSSP Accelerator is designed to educate progressive technology providers how they can capture more opportunities with cybersecurity



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## [Konica Minolta Expands Portfolio of Software Solutions with Introduction of PaperVision Enterprise](#)

- Konica Minolta Business Solutions (Canada) Ltd. ([Konica Minolta](#)) announced that it will begin offering PaperVision Enterprise
- PaperVision Enterprise, a Content Services Platform (CSP) or Enterprise Content Management (ECM)
- PaperVision Enterprise delivers any document, anywhere, anytime – including email

## [DataTribe Announces Third Annual Cybersecurity Start-Up Challenge](#)

- [DataTribe](#), a global cyber foundry that invests in and co-builds next-generation cybersecurity and data science companies, announced today the launch of its third-annual [DataTribe Challenge](#)
- Competition is poised to identify and curate Pre-Series A, seed high-technology start-ups with a vision to disrupt cybersecurity and data science
- Three finalists will split \$20,000 in prize money, and one winner will be eligible to receive up to \$2 million in seed capital from DataTribe

## [Trump administration introduces cybersecurity policy for space systems](#)

- Space Policy Directive- 5 (SPD-5) puts in place key systems for global communications, navigation, weather monitoring, and other critical services
- Trump administration announced a new cybersecurity policy for systems used in space

## [About 56000 records hacked at Northwestern Memorial HealthCare system](#)

- Notified the U.S. Department of Health and Human Services about a data breach
- Blackbaud provides software to manage fundraising databases and said it notified the healthcare provider that in mid-July



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## [Panasonic Webinar | Win with our Scanning Solutions](#)

- Panasonic gives you winning advantages against the competition by creating better solutions for your customers. Panasonic's scanning solutions give your clients the ability to better allocate their resources, minimize time spent on document management, and give them easier access with better clarity to their most important information

## [Cybersecurity Update](#)

- Advocate Aurora Health of Wisconsin & Illinois notified 1,907 patients that their PHI was exposed after a mailing error by Diamond Healthcare Communications.
- The Idaho Board of Nursing reported a potential breach exposing info on nurses in the state, being used by a hacking group to extort funds.
- The Philadelphia Archdiocese of Pennsylvania notified 47 clergy abuse victims that their info was exposed after email leak.
- Morgan Stanley, headquartered in New York City, NY, was sued by current and former customers who had their confidential info exposed during recent data breaches.
- BeneSys, headquartered in Troy, MI, notified 1,070 patients that their PHI was exposed during recent data leak.
- The Connection Inc., headquartered in Middletown, CT, notified an unknown number of patients their PHI was exposed after email phishing attack.
- Summit Medical Associates of Fort Wayne, IN notified an unknown number of patients that their PHI was exposed after ransomware attack.
- Hoag Clinic of Costa Mesa, CA notified 730 patients that their PHI was exposed after laptop computer was stolen.
- USA Today newspaper reports that hacking attacks on hospitals for PHI increased during the pandemic
  - 80% of medical practices have been victims of cyberattacks
  - 51% reported patient safety concerns from attacks
  - 20% had business interrupted for more than 5 hours
  - 6000% increase in spam attacks
  - 75% increase in security incidents
  - \$50 each being paid by hackers for PHI



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- The American Payroll Association, headquartered in San Antonio, TX notified 20,000 members that their info may have been exposed after discovery of skimmer malware on its website.
- Cook Children’s Medical Center of Fort Worth, TX notified 1,768 patients that their PHI was exposed after a box of medical records were stolen.
- Utah Pathology Services of Salt Lake City, UT notified 112,000 patients that their PHI was exposed after hacking incident.
- United Memorial Medical Center of Houston, TX notified an unknown number of patients that their PHI was exposed after a ransomware attack.
- Greenville Technical College of South Carolina notified an unknown number of students that their info may have been exposed after a ransomware attack.
- Selma Unified School District of Selma, CA notified an unknown number of students that their info may have been exposed after a ransomware attack.
- University of Virginia reported that one of its researchers was arrested after attempting to board a flight to China with stolen materials.
- The City of Rocky Mount in North Carolina notified an unknown number of citizens that their info was exposed after ransomware attack.
- Sudhish Kasaba Ramesh, former Cisco Corp. employee, pleaded guilty to deploying malware to shut down 16,000 Cisco WebEx Teams accounts and deletion of 456 virtual machines.
  - Faces 5 years in prison and deportation.
- Ponemon Institute report states that average global cost of insider-caused breach is up 31% to \$11.45 million
  - Frequency of incidents up 47%
  - Average of \$211,533 per company cost per year
  - Average incident takes 77 days to contain
- ZDNet magazine reports on BEC (business email compromise) hacking attacks:
  - Average attempt is now \$80,000
  - Use email phishing attacks that focus on stealing login credentials
  - Then distribute malware
  - New BEC hacking group is Cosmic Lynx of Russia
- CrowdStrike Security is reporting that an Iranian hacking group, named Pioneer Kitten (aka Fox Kitten or Parisite) is now selling access to compromised companies on the Dark Web.



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Bryan Connor Herrell of Aurora, CO was sentenced to 11 years in prison for selling stolen items on the Dark Web.

Palau Corp. of Orlando, FL notified an unknown number of customers that their info was accessed during a recent cybersecurity incident.

Amphastar Pharmaceuticals of Rancho Cucamonga, CA notified an unknown number of patients that their PHI may have been accessed during recent cybersecurity incident.

Mansfield City School District of Ohio notified an unknown number of students that their info may have been access after ransomware attack.

Somerset Berkley Regional School District of Massachusetts notified an unknown number of students that their info was exposed after ransomware attack.

Jewish Federation of Greater Washington in Maryland reported that it lost \$7.5 million after cyberattack.

Oregon State University in Corvallis, OR notified 1,700 students that their info was accessed during recent hacking incident.

Northwestern Memorial Healthcare of Chicago, IL notified 55,983 patients that their PHI was exposed after ransomware attack.

Spectrum Health of Grand Rapids, MI notified 52,500 patients that their PHI was exposed after ransomware attack.

Roper St. Francis Hospital of Charleston, SC notified 6,000 patients that their PHI was exposed after email phishing attack.

Miami-Dade School District of Florida announced that David Oliveros, a student, was arrested and charged with conducting 8 cyberattacks on the schools.

University of Illinois at Chicago Pain Clinic is being sued by a former patient, Bianca Anderson, for allegedly changing her medical records to wrongly label her as a cocaine user.

- The federal government is warning U.S. universities, such as University of North Carolina-Chapel Hill, that the Chinese government is ramping up its hacking attempts in order to steal COVID-19 vaccine research.



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- Hamilton Health Center of Harrisburg, PA notified 10,393 patients that their PHI was exposed during recent email phishing attack.
- Assured Imaging of Tucson, Arizona notified 245,000 patients that their PHI was exposed after ransomware attack.

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