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MSP & MSSP Industry Notes

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[Arcoa Group](#)

Why partnering with ARCOA makes sense

Electronics Recycling is an important and profitable part of the IT asset lifecycle, but it can be overwhelming with all you already do, varying state regulations, and the limited resources at hand. That's where ARCOA comes in. When you partner with ARCOA, you get all the benefits of a big company without any of the capital investment. We've been doing this since 1989 and have the expertise, certifications, and nationwide resources to get the most for all your clients' retired IT assets. Plus, positioning your clients as environmental stewards not only elevates their appeal to consumers, it meets government requirements and avoids fines.

What partnering with ARCOA looks like

Our role is to make it easy for you to bring more value to your clients. We work with you to help stretch your clients' IT budget by reducing the total cost of ownership of their electronics. We're experts at identifying and implementing the solutions your clients need for the end-of-use remarketing, recovery, and recycling of their technology assets. The sooner you involve ARCOA, the sooner you and your clients will see better results.

[2nd Watch To Expand Managed Optimization Service Through Deal With Spot By NetApp](#)

- 2nd Watch strikes deal with NetApp-owned Spot
- To use the Spot Instance and Container Optimization technology to enhance 2nd Watch's Managed Optimization service
- Chris Garvey, "allow our clients to make continuous optimization decisions" with running Cloud IT environments



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[Stamford IT firm Soundshore Technology Group acquired by Mass. firm](#)

- Stamford IT managed services company Soundshore Technology Group (STG) has been acquired for an undisclosed amount by Coretelligent

[NTT Ltd. Managed Services Division Expands Capabilities with Cybersecurity Advisory and ...](#)

- NTT Ltd.'s [Managed Services Division](#), Americas, today announced the launch of Cybersecurity Advisory and Security Consulting Services

The Services include:

- Program Assessment and Maturity
- Strategy Alignment and Risk Mitigation
- Architect Solutions (Secure by Design)
- Cloud Security
- Secure Mobile Workforce
- Infrastructure Security

[Quorum Software Sees Strong Adoption of Fully-Integrated, Cloud-Based Document Management](#)

- [Quorum Software](#) (Quorum), announced recent product enhancements and adoption data for [myQuorum DynamicDocs](#),
- DynamicDocs is now natively integrated into the myQuorum platform

[Survey of Managed Print Dealers from Quocirca](#)

- Results of Managed Print Service Survey from Quocirca
 - 53% report a negative impact on business performance from COVID-19
- Top challenges for upcoming year:
 - 37% = market disruption
 - 23% = adapting to managed services
 - 22% = digital disruption
 - 21% = lack of sales skills and resources
 - 21% = impact of cloud on business models
- Top benefits off selling managed print services:
 - 34% = opportunities to sell value-added services
 - 32% = building long term customer relationships
 - 29% = opportunities to sell adjacent services



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- How has pandemic impacted print volumes:
 - 45% = declined
 - 33% = no change
 - 17% = increase
- Expectation for 2021 versus 2020:
 - 19% = decrease in revenue
 - 11% = no change
 - 66% = increase
- Top opportunities over next 5 years:
 - 37% = cloud print services and solutions
 - 21% = document disposal for home workers
 - 30% = home printing services
 - 18% = MPS
 - 29% = contactless secure printing solutions

[Survey of work from home impact](#)

- Report published by Tech Republic magazine
 - 98% of employees surveyed would like option to work remotely for rest of their careers
 - 27% admit to “trying to pay attention, but often zoning out”
 - 75% are experiencing burnout working remotely
 - 68% are feeling more burned out at home than when they were in office
 - 60% admit to working more hours at home than office
 - 69% dress more casually
 - 52% of work day is wasted due to unnecessary disturbances working at home
 - 33% admit that being away from office has lowered morale
 - 60% are using online programs to learn at least one new skill
 - 50% of Gen Z workers feel disconnected from company culture
 - 50% of millennial workers are interested in leaving job to start their own businesses

[Canon adds features to uniFLOW solution](#)

- New uniFLOW Online Print & Scan app allows mobile printing from Apple OS and Android OS mobile devices
 - Support for Mac, Chromebook and Microsoft Universal Print
 - New budgeting feature allows schools and libraries to charge students for prints and copies
 - Users can delegate print jobs to another colleague



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[Coretelligent, LLC. and VSS Announce Acquisition of Soundshore Technology Group, Further ...](#)

- Coretelligent, acquisition of managed services IT firm Soundshore Technology Group
- Financial terms of the private transaction were not disclosed
- Brings the two organizations collectively under the name Coretelligent

[Calligo buys Irish-based Cinnte Technologies](#)

- Jersey-based Calligo has announced a deal to buy Cinnte Technologies
- The value of the deal has not been disclosed
- The purchase is Calligo's eighth acquisition in three years

[Align Recognized as Best Cloud Services Provider for Fund Managers in Hedgeweek US Awards](#)

- [Align](#), announced that it has been voted as “Best Cloud Services Provider” in the 2020 Hedgeweek US Awards
- “In March of 2020, 100% of Align’s Managed Services clients transitioned to an entirely decentralized workforce overnight by embracing our secure public cloud platform with built-in cybersecurity controls,”

[NetCraftsmen® named VeloCloud®, now part of VMware®, Professional Services Partner and ...](#)

- NetCraftsmen announced that they were recently named a VeloCloud Professional Services Partner as well as a VeloCloud Managed Services Provider (MSP)

[Malwarebytes Launches Integration with CrowdStrike to Offer End-to-End Enterprise Security](#)

- [Malwarebytes™](#), announced that it will be offering their remediation solution to CrowdStrike customers
- Malwarebytes Remediation for CrowdStrike, integrates with CrowdStrike's Falcon® endpoint protection platform, providing industry-leading automated malware remediation
- Malwarebytes Remediation for CrowdStrike detects and remediates malware, exploits, ransomware, adware, PUPs, PUMs, and other cyberthreats



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CyberSecurity Updates

- St. Lawrence Health System of Gouverneur, NY notified an unknown number of patients that their PHI was exposed after ransomware attack
- University of Vermont Health Network of Burlington, VT notified an unknown number of patients that their PHI was exposed after ransomware attack
- Arkansas Methodist Medical Center of Paragould, AR notified an unknown number of patients that their PHI was exposed after email phishing attack
- Perry County Memorial Hospital of Perryville, MO notified an unknown number of patients that their PHI was exposed after email phishing attack
- Rady Children's Hospital of San Diego, CA notified an unknown number of patients that their PHI was exposed after email phishing attack
- Trillium Health of Rochester, NY notified an unknown number of patients that their PHI was illegally accessed by a former employee
- Davita Florissant Dialysis of St. Louis, MO notified "dozens" of patients that their PHI was exposed after paper medical records were found in an industrial dumpster
- Mount Diablo Unified School District of Contra Costa County, CA notified an unknown number of students that their info may have been exposed after cybersecurity incident
- Sky Lakes Medical Center of Klamath Falls, OR notified an unknown number of patients that their PHI may have been exposed after ransomware attack
- Fort Zumwalt School District of O'Fallon, MO notified an unknown number of students that their info may have been exposed after a student hacked into network
- Texas Health Resources notified 82,000 patients that their PHI was exposed after a mailing error
- The Town of Salem, NH notified an unknown number of citizens that their info was exposed after ransomware attack
- The Wisconsin Department of Workforce Development in Madison, WI notified an unknown number of citizens that their info may have been exposed after cyber attack
- Indian River County government in Florida is notifying an unknown number of citizens that their info may have been exposed after ransomware attack
- Chenango County government in New York is notifying an unknown number of citizens that their info may have been exposed after ransomware attack
- Parker County government in Texas is notifying an unknown number of citizens that their info may have been exposed after ransomware attack
- Boyne Resorts Corp., headquartered in Boyne Falls, Michigan, notified an unknown number of ski resort customers in the U.S. that their info was exposed after ransomware attack



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- Centerstone Health of Nashville, TN notified an unknown number of patients that their PHI was exposed after ransomware attack
- Century 21 Department Stores, headquartered in New York City, NY, notified an unknown number of customers that their info may have been exposed after a former employee was caught stealing data
- Christopher Dobbins was sentenced to prison after being convicted of hacking the network of his former employer, Stradis Healthcare of Atlanta, GA
- Cook County government in Illinois is notifying victims of crime that their info was exposed after it was inadvertently published in public police reports
- Beacon Health Solutions of Tampa, FL notified an unknown number of patients that their PHI was exposed after ransomware attack
- Wilmington Surgical Associates of North Carolina notified an unknown number of patients that their PHI was exposed after ransomware attack
- Riverside Community Care of Massachusetts notified an unknown number of patients that their PHI was exposed after ransomware attack
- ZDNet reports that the KashmirBlack botnet is behind attacks on hundreds of thousands of websites since 11/2019
- -Aetna Insurance announced it will pay \$1 million to settle with federal Office for Civil Rights division regarding HIPAA violations
 - Related to past breaches that impacted 18,500 patients
 - Aetna agreed to adopt a corrective action plan as part of the insurer's settlement.
- Motorola announced that some smart irrigation systems which use its ICC PRO OS, are vulnerable to hackers, due to info being exposed online
- Amazon announced it has terminated employees that were responsible for leaking customer data to a third party
- Guilford Technical Community College of North Carolina notified 43,000 students that their info was exposed after ransomware attack

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