



November 29th, 2020

## 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.

### [Panasonic to Shutter Document Scanner Business & Unified Communications \(Global\)](#)

- Another casualty of COVID19. Panasonic to close their global document scanner business along with Unified Communications
- Will continue to supply hardware through January 2023 and service and parts until 2029
- Closure scheduled for March 31<sup>st</sup>, 2021



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

- Harbor Department click for addition info <https://www.p4photel.com/topic/lead-for-it-services-in-california-11>

### [ISG Launches Two Studies on Retail Technology Industry](#)

- Information Services Group has launched two research studies examining vendors offering software and services for the retail industry
- The study results will be published in two comprehensive ISG Provider Lens™ reports, called “Retail Software and Services” and “Retail – Digital Innovators” scheduled to be released in March

### [Smartronix Named #2 on CHANNELe2e's Top 250 Public Cloud Managed Service Providers ...](#)

- Smartronix named to the Top 250 Public Cloud MSPs List for 2020 (<http://www.ChannelE2E.com/top250>) by After Nines Inc.'s CHANNELe2e
- Smartronix achieved the #2 spot in this year's publication
- The list and research identify and honor the top IT MSPs that support customers on Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), and more
- The rankings are based on CHANNELe2e's 2020 readership survey combined with the digital media site's global editorial coverage of managed cloud services

### [Xceptional Introduces a Complete Managed IT Services Bundle on a User-Based Pricing Model](#)

- Xceptional, Southern California-based managed IT and network technology provider, announces [XceptionalCare Complete](#)
- Monthly rate of \$149 per month per user

### [Asset Control Rebrands as Alveo following Technology Innovation and Managed Services Growth](#)

- Asset Control announces it has rebranded as Alveo to reflect the significant change that has happened within the business since moving to new ownership over two years ago
- Alveo's integrated managed service solution for data mastering and data analytics has recently been implemented by a range of new customers including asset managers, banks and global clearing and trading platforms



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### [Rackspace Technology Named a Leader in Multicloud Managed Services Providers by ...](#)

- Rackspace Technology™ announced that they were named a leader in the Forrester Research, Inc. December 2020 report, The Forrester Wave™: Multicloud Managed Services Providers, Q4 2020
- Report evaluated 11 vendors based on 24 criteria across three categories: current offering, strategy, and market presence
- The report goes on to note, “[Rackspace Technology is] again setting the pace with its Rackspace Service Blocks™ methodology, promising variability in service delivery and pricing as compared to traditional steady-state service delivery”

### [Netenrich Intelligent SOC-as-a-Service Right-Sizes Cybersecurity for Enterprises](#)

- [Netenrich](#), a Resolution Intelligence company, today announced the availability of its [Intelligent SOC service](#)
- Offers pay-as-you-grow flexibility, easy onboarding and no investment risk
- Includes
  - [Attack Surface Intelligence \(ASI\)](#)  
External risk assessment – continuous scans across entire attack surface to minimize digital exposure, prioritize risks and remediate issues before they become incidents
  - Vulnerability assessments
  - Proprietary threat intelligence
  - [Managed SIEM featuring IBM QRadar](#)
  - Advanced analytics
  - Endpoint detection and response

### [WALLIX Announces US Cybersecurity Virtual Event](#)

- WALLIX a cybersecurity software and Identity and Access Security Solutions expert, is hosting its first US-focused edition of the virtual event WALLIX LIVE on Wednesday, December 9, 2020, beginning at 1 p.m. ET
- Live conference will bring together cybersecurity industry experts to discuss the present and future of identity and access security in the face of accelerating digital transformation

### [perform IT receives BLI 2021 Outstanding Achievement in Innovation Award](#)

- perform IT, a worldwide software company based in Germany and the USA, has proudly received an Outstanding Achievement in Innovation Award for its in-house developed software mySalesDrive.com



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- Innovative, web-based tool is used to streamline the sales process in the Managed Print and Managed IT Services area
- Allows the salesperson to make a quick and easy assessment and provide the customer with a tailor-made proposal

#### **Flexential® Enriches Data Protection Portfolio with Highly Flexible DRaaS Solution**

- [Flexential](#), a provider of data center colocation, cloud, connectivity and data protection, today announced a new Disaster Recovery as a Service (DRaaS) offering, [Flexential DRaaS](#)
- Flexential DRaaS is an ultra-flexible offering designed to answer the market need for a tailored solution that can protect complex IT infrastructures
- Solution is powered by Zerto Continuous Data Protection (CDP), which provides journal-based recovery
- Flexential also offers five DR centers in the U.S. strategically located to provide coverage within 600 miles of most metropolitan area

#### **ThinPrint launches new solution**

- ThinPrint, headquartered in Germany, with office in Colorado, now offering “ezeep”
- Advertised as the industry’s only 100% cloud print solution
- Claims is superior to Microsoft’s Universal Print solution
- “enabling any device to print to any printer – whether with the ezeep printer driver from PC or Mac, via app for smartphones and tablets or even by web-based drag and drop for the occasional user”
- Offers the ezeep Hub, a compact appliance-like solution that combines a Raspberry PC with ezeep Connector software
- Cost is \$8.99 per month, plus per user fees which start at \$1.00/month

#### **Carousel Industries Achieves Calling for Microsoft Teams Advanced Specialization and Launches ...**

- [Carousel Industries](#), today announced it is among the first IT services providers worldwide to attain the Calling for Microsoft Teams Advanced Specialization
- Specialization enables Microsoft Gold partners to further demonstrate deep knowledge, extensive experience, and proven success in deploying and managing the Microsoft 365 Phone System, Calling Plans and Direct Routing



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### [Gatun Technologies Now Offering Free eBook on Adopting Managed IT Services](#)

- [Gatun Technologies](#) today announced that it is now offering a [free eBook](#) on adopting managed IT services
- eBook reveals 10 benefits to adopting managed IT services,

### [Stellar Cyber Launches MSSP Jumpstart Partner Program](#)

- Stellar Cyber, a security operations platform for MSSPs, has introduced its MSSP Jumpstart Partner Program
- Stellar Cyber provides MSSP partners with a comprehensive AI-powered platform to deliver differentiated MDR and SOC services
- Includes
  - Fast time to value with flexible deployment and easy customer onboarding
  - Increased margin through improved capital and operational efficiency
  - Single license for entire, easy-to-use security operations platform
  - Free onboarding and online training
  - Market development funds (MDF) and end user referrals
  - Competitive replacement discount
  - White-label option

### [Xerox DocuShare Bugs Allows Data Leaks](#)

- CISA warns the leading enterprise document management platform is open to attack and urges companies to apply fixes
- Xerox issued a fix for two vulnerabilities impacting its market-leading DocuShare enterprise document management platform. The bugs, if exploited, could expose DocuShare users to an attack resulting in the loss of sensitive data
- On Wednesday, the Cybersecurity and Infrastructure Security Agency (CISA) issued [a security bulletin](#) urging users and administrators to apply a patch that plugged two security holes in recently released versions (6.6.1, 7.0, and 7.5) of Xerox's DocuShare. The vulnerability is rated important.

### [Datto to Host Third MSP Technology Day](#)

- Will host its third virtual [MSP Technology Day on December 9, 2020](#)



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- will take a deep dive into two main integrated solutions MSPs use every day to run a successful, efficient, and secure business - [Remote Monitoring and Management \(RMM\)](#) and [Professional Services Automation \(PSA\)](#)

### [DAS Health Acquires Randall Technology Services](#)

- DAS Health Ventures, Inc., a health IT and management, announced it completed the acquisition of Randall Technology Services, LLC (RandallTech) a healthcare and managed IT company based in Amarillo, TX
- DAS Health actively serves more than 1,800 clients, and nearly 3,500 clinicians and 20,000 users nationwide, with offices in Florida, Nevada, New Hampshire and Texas

### **CyberSecurity**

- First Impressions Orthodontics/Professional Dental Alliance of Connecticut, notified 23,000 patients that their PHI was exposed after ransomware attack.
- The Connecticut Department of Social Services notified 37,000 patients that their PHI was exposed after an email phishing attack
- The federal government is proposing a new law named “The Internet of Things Cybersecurity Improvement Act”, to increase awareness and standards regarding security of these devices (which would include printers and MFPs)
- US Fertility of Rockville, Maryland notified an unknown number of patients that their PHI was exposed after ransomware attack
- The U.S. Department of Justice announced indictment of Joshua Malwalt, who allegedly stole PHI for personal financial gain while working for a medical billing services firm in Clearwater, Florida
- The FBI sent out an alert warning US firms of increased attacks of the Ragnar Locker ransomware
- Group IB Security reported that botnet operators are ditching banking Trojans for ransomware, as it is more lucrative
- Belden Corp. of St. Louis, Missouri, notified an unknown number of employees and customers that their info was exposed after ransomware attack
- Harvard Pilgrim Health Care of Wellesley, Massachusetts notified 8,022 patients that their PHI was exposed after due to mailing error.
- Baltimore County Public Schools of Maryland notified an unknown number of students that their info was exposed after ransomware attack.



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- Mayo Clinic, headquartered in Rochester, Minnesota, notified 1600 patients that their PHI was exposed after employee illegally accessed the inf
- Cybersecurity Ventures is reporting that a company in the U.S. is hit by ransomware every 11 seconds Cost from attacks will reach \$20 billion in 2021
- Four Winds Hospital of Katonah, NY notified an unknown number of patients that their PHI was exposed after ransomware attack
- Advanced Urgent Care of Florida Keys notified an unknown number of patients that their PHI was exposed after ransomware attac
- Galstan & Ward Family and Cosmetic Dentistry of Suwanee, Georgia notified an unknown number of patients that their PHI was exposed after ransomware attack
- Oglethorpe County Public Schools of Georgia notified an unknown number of students that their info was exposed after ransomware attack
- People Incorporated Mental Health Services of Minnesota notified 27,500 patients that their PHI was exposed after an email phishing attack
- The Archdioceses of St. Louis, Missouri notified an unknown number of members that their info may have been exposed after ransomware attack
- LSU Health of Louisiana notified an unknown number of patients that their PHI was exposed after an email phishing attack
- Griffin Hospital of Connecticut notified an unknown number of patients that their PHI was exposed after ransomware attack
- My Choice HouseCalls of Jacksonville, FL notified an unknown number of patients that their PHI was exposed after a burglary
- Kaiser Permanente Health, headquartered in Oakland, CA, notified 10,205 patients that their PHI was exposed after mailing error
- ProPublica magazine is reporting that millions of patients' medical images are accessible online via unsecure websites
- Reuters News Service is reporting that hackers from North Korea are attempting to penetrate the network of AstraZeneca, which is working on a COVID-19 vaccine in England
- Home Depot Corp. agreed to pay \$17.5 million to settle lawsuit regarding a 2014 data breach that exposed customer data
- Europol police announced that they have arrested two hackers from Romania that were allegedly selling a service to hackers for encrypting malware and testing it against antivirus software.

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