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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.

[California IT Consulting Firm GroupOne Announces The Expansion of Their Managed IT Services ...](#)

- Based in Folsom, California
- Expanding managed IT service to San Jose

[UBX Cloud becomes first US based CSP to offer CMMC cloud enclaves](#)

- Claims first U.S. based cloud provider to offer Cybersecurity Maturity Model Certification (CMMC) cloud enclaves
- CMMC represents the Department of Defense's continued effort to protect Controlled Unclassified Information (CUI) in the defense supply chain
- UBX Cloud now includes CMMC-compliant Virtual Desktop Infrastructure (VDI) cloud enclaves in their service offerings



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- UBX Cloud caters specifically to the IT MSPs and MSSPs market, as well as corporate IT and Chief Technology Officers

[InterSystems IRIS Data Platform Available as Fully Managed Service for AWS](#)

- Announced that its [InterSystems IRIS® data platform](#) and [InterSystems IRIS for Health™](#) are now available as fully managed services for Amazon Web Services (AWS)
- A cloud-independent data platform, InterSystems IRIS can be deployed on all major public clouds and supports multi-cloud and hybrid environments
- Eliminates the need to integrate multiple technologies

[Nordea Selects AxiomSL to Automate Risk and Regulatory Reporting in Nordic Countries](#)

- Announced that it has been selected by Nordea Bank, to support the bank's risk and regulatory reporting requirements in Finland, Sweden, Denmark and Norway
- Nordea Bank will implement AxiomSL's RegCloud®, a fully managed, cloud-based risk and regulatory reporting platform
- Nordea will be able to map their data once and comply with FINREP, COREP, AnaCredit, and Securities Holdings Statistics Group (SHSG) reporting requirements

[Meriplex Adds HBR Technologies to Acquisition Portfolio](#)

- Meriplex, a managed cybersecurity, IT, and SD-WAN solutions provider, announces its acquisition of North Texas based managed services provider, HBR Technologies
- Acquisition allows Meriplex to have a greater outreach and expansion into the Dallas-Fort Worth Metropolitan market
- HBR Technologies is a Managed IT Service Provider located in Carrollton, TX

[Dropbox acquires DocSend](#)

- Dropbox is a file sharing services, headquartered in San Francisco, CA
- Announced it has acquired DocSend of San Francisco, CA which provides ability to share documents with real time actionable feedback
- Purchase price of \$165 million

[Sharp offers PC/Printer bundles](#)

- Designed for home workers
- Includes Sharp desktop A4 devices, Sharp Dynabook laptop PCs
- 36 month lease packages range from \$64/month to \$79.99/month
- Also includes Linksys AC1200 Dual Band Wireless Access Point



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- Remote cloud configuration and management
- Endpoint security services
 - \$27 per month per person for security and monitoring
- Sharp Synappx Go app for mobile printing

[DartPoints to Acquire Immedion](#)

- Has signed definitive agreements to acquire [Immedion](#), a provider of colocation, cloud, and managed services with eight data centers in seven markets throughout South Carolina, North Carolina, Ohio and Indiana
- Acquisition is expected to close in the second quarter of 2021
- In 2020, DartPoints received investment funding from [Astra Capital Management](#)
- Acquisition of Immedion will more than double the company's edge interconnection colocation data center footprint, expanding the company's solutions to more than six states across the US
- Founded in 2012, DartPoints is a leading developer, owner and operator of carrier-neutral edge colocation and data center interconnection points

[Highmetric Recognized as the 2021 ServiceNow Americas Customer Workflow Partner of the Year](#)

- Announced that it has been recognized by ServiceNow as the 2021 Americas Customer Workflow Partner of the Year
- The ServiceNow Global Alliances and Channel Ecosystem (ACE) organization recognizes the achievements of best-in-class partners who have successfully contributed to ServiceNow's growth

[Navisite Strengthens Services with Recertifications for SAP® Solutions](#)

- Announced that Velocity Technology Solutions, a Navisite company, has been recertified as an SAP-certified service provider of managed services across four areas
 - SAP HANA® operations
 - SAP S/4HANA® solutions operations
 - SAP Business Suite solutions operations and hosting operations
- [Acquired by Navisite in January](#), Velocity Technology Solutions
- Velocity Technology Solutions provides managed cloud services to accelerate digital transformation for businesses using SAP solutions worldwide

[Tekscape Rebrands, Launches New Visual Identity and Mission as an MSP](#)

- New York MSP Tekscape Inc. announces the rebrand of their company and the launch of an updated mission
- Will be releasing a brand-new visual identity that includes an evolved logo, updated brand colors, and a renewed mission statement



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- Tekscape is a diversified, technology-based services company founded in 2007 and headquartered in New York

[Help/Systems' CEO named one of Top 25 Women Leaders in IT Managed Services of 2021](#)

- Announced CEO, Kate Bolseth, has been named by The IT Services Report as one of the Top 25 Women Leaders in IT Managed Services of 2021
- This year's awardees were nominated and selected based on evaluation of their professional achievements and demonstrated leadership capabilities
- Kate Bolseth joined Help/Systems in 2015 as a general manager of cross-platform product lines, setting strategy and overseeing operational functions
- Became the company's chief operating officer before being named CEO in 2019

[Canon U.S.A., Inc., Introduces New Document Scanner Bundle to Help Streamline Operations for Small Businesses](#)

- Released imageFORMULA DR-C225 II Small Business Edition Powered by Receipt Bank
- When combined with the Dext Prepare with Receipt Bank software, this scanner can offer innovative, high-quality features to help users convert paper-based documents into digital files, track business invoices and bank statements, and scan receipts with ease
- Will allow users to simply extract data from documents and scan it into accounting and bookkeeping platforms like QuickBooks, Xero and Sage
 - can up to 25 pages per minute in black and white, grayscale or color
 - up to 45 sheets in its feeder
 - thick originals, long & over-sized documents, plastic and embossed cards
 - OCR
 - MSRP \$449

[Lead for IT Services in New Jersey](#)

- NJ Infrastructure Bank in Lawrenceville, NJ
- RFP for Technology Managed Security Services
- Closes April 16th, 2021
- Contact David Zimmer 609.219.8600

[Lead for IT Services in California](#)

- City of Lawndale, California
- Citywide Technology Services



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[Microsoft launches Universal Print](#)

- Previously under public preview, now commercially available is the new cloud-based print service known as Universal Print
- Subscription based service
- Eliminates need for print server and installing print drivers
- Encryption for Microsoft 365 environments
- Uses Internet Printing Protocol (IPP)

[Canon offers new solution features](#)

- Extended document scan capabilities
 - Scan to email with Microsoft Exchange Online
 - Jobs sent with user's email address as the sender
 - Jobs show up in user's Sent folder
 - Address book integration and selection
 - Ability to scan and send to multiple receipts to SAP Concur at one
 - Automatically extract data from receipts and place them in Concur
 - My Filing Assist allows text from scanned documents to be extracted and used in building file names and folder path rules
- New security features
 - FedRAMP authorized
 - Audit logging
 - Retention of logs for 6 months
 - Logs can be retrieved as csv files
 - OAuth 2.0 token based user authentication

[Konica Minolta Announces Workplace Go, an Out-of-the-box Digital Workplace for SMBs](#)

- Announce the launch of Workplace Go, an "out-of-the-box" intranet solution with extensive collaboration features
- Full integration with Microsoft Teams and a seamless design based on the SharePoint "Modern Experience
- Software-as-a-Service (SaaS) solution
- Available both as an "out-of-the-box" template for small and medium-sized businesses for up to 300 users, as well as a "full custom design solution" for medium and larger enterprises (101 to 20,000 employees)



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Cybersecurity Notes

- Comparitech Security reports that ransomware attacks cost the US healthcare industry over \$20 billion in 2020.
- Sandhills Medical Foundation of McBee, South Carolina, notified an unknown number of patients that their PHI was exposed after ransomware attack.
- Molson Coors Beverage Company, headquartered in Chicago, IL, notified an unknown number of customers that their info may have been exposed after ransomware attack.
- Roswell Park Comprehensive Cancer Center of Buffalo, NY notified an unknown number of patients that their PHI was illegally accessed by a former employee in order to obtain opioids.
- Child Focus of Cincinnati, Florida notified 2,716 patients that their PHI was exposed after ransomware attack.
- Orlando Health South Lake in Florida notified 1,623 patients that their PHI was exposed after paper log books were lost.
- Texas Medicaid notified “tens of thousands” of patients that their PHI was exposed after ransomware attack.
- American Armed Forces Mutual Aid Association, headquartered in Virginia, notified 161,621 patients that their PHI was exposed after ransomware attack.
- Humana Insurance, headquartered in Louisville, KY, notified 65,000 patients that their PHI was exposed after email phishing attack.
- FINRA (Financial Industry Regulatory Authority) issued an alert to brokerage firms in the U.S. that they are being targeted hackers using email phishing attacks.
- Robert Purbeck of Meridian, Idaho, was indicted by a federal grand jury in Georgia for hacking into medical clinics in Georgia and stealing and reselling PHI.
- Flagstar Bank, headquartered in Michigan, notified an unknown number of customers that their info was exposed after a cybersecurity incident.
- Chainalysis reports that it has found \$370 million in known 2020 ransomware profits, via ransoms that got paid.
 - Up 336% over 2019
- Magnolia Independent School District of Houston, TX notified an unknown number of students that their info may have been exposed after cybersecurity incident.
- Trillium Community Health Plan, headquartered in Springfield, Oregon, notified an unknown number of patients that their PHI was exposed after cyberattack.
- Walmart, headquartered in Bentonville, Arkansas, notified an unknown number of pharmacy patients that their PHI may have been exposed after cybersecurity incident. Members of Congress are calling on the Federal Trade Commission to enforce HIPAA on mobile apps that handle patient info.
- The State of New Jersey notified citizens that use its myNewJersey pension system web portal, that their info may have been exposed after cyberattack.
- The K12 Security Information Exchange published report stating that 2020 was a “record breaking” year in US school hacks.
- PEI-Genesis of Philadelphia, PA, notified an unknown number of customers that their info was exposed after email phishing attack.
- Verkada Inc., a Silicon Valley, CA maker of surveillance camera systems, announced that hackers have accessed live camera feeds from many of its customers including:
 - Tesla Inc.
 - Cloudflare Inc.
 - Halifax Health of Florida
 - Stoughton Police Department of Massachusetts
 - Sandy Hook Elementary School of Newton, CT
 - Madison County Jail in Huntsville, AL
 - Equinox Gyms



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- Wadley Regional Medical Center of Texarkana, TX
- Tempe St. Luke's Hospital of Arizona
- Graham County Jail of Arizona
- Multicare of Tacoma, WA notified 210,000 patients that their PHI was exposed after ransomware attack
- Modern Healthcare magazine reports that so far, 6.9 million patients have had their PHI exposed in 2021
- American Medical Collection Agency, headquartered in Elmsford, NY, reached a huge settlement with 40 states and Washington D.C. as a result of a breach that exposed PHI of 21 million patients.
- Buffalo Public Schools of New York notified an unknown number of students that their info may have been exposed after ransomware attack.
- Walworth County Department of Health & Human Services of Wisconsin notified 900 COVID-19 patients that their PHI was exposed after email mishap.
- St. Bernards Total Life Healthcare of Jonesboro, Arkansas notified 300 patients that their PHI was exposed after ransomware attack.
- Sachs Sax Caplan Law Firm of Boca Raton, Florida, notified an unknown number of clients that their info was exposed after email phishing attack.
- Newberry County Memorial Hospital of Newberry, South Carolina notified an unknown number of patients that their PHI may have been exposed after cybersecurity incident.
- The City of Covington in Louisiana notified an unknown number of citizens that their info may have been exposed after ransomware attack.
- Security Industry Specialists, headquartered in Culver City, CA, notified 36,762 customers that their info was exposed after ransomware attack.
- Mobile Anesthesiologists, headquartered in Chicago, IL, notified an unknown number of patients that their PHI was exposed after accidentally making it available on public website.
- Preferred Home Care of New York notified 92,000 patients that their PHI was exposed after ransomware attack.
- New London Hospital of New Hampshire notified 34,878 patients that their PHI was exposed after ransomware attack.
- Premier Diagnostics of Lehi, Utah notified 52,000 patients that their PHI was exposed after it was accidentally made available on a public website

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