

May 22nd, 2021

MSP & MSSP Industry Notes

Sponsored by



REMARKET • RECYCLE • RELOCATE
ThinkARCOA.com

[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

[The CIA to stop using fax machines](#)

- The U.S. Central Intelligence Agency announced it **will retire its secure fax** machines that it was using to share secret information with its private contractors
- Will instead use new Gray Magic special encrypted email network

[Lead for IT Asset Services in Missouri](#)

- Follow this link <https://oa.mo.gov/purchasing/bidding-contracts/awarded-bid-contract-document-search>

[Ransomware Operational Costs](#)

(Webroot claims of ransomware victims that 49% were unaware of the infection for more than 24 hours) reported on webroot

- 9% Less than one hour
- 43% less than 24 hours
- 43% less than 24 hours
- 28% 2-3 days
- 14% within a week
- 4% within one month
- 3% over a month



REMARKET • RECYCLE • RELOCATE
ThinkARCOA.com

[ABBY solution company receives \\$\\$](#)

- ABBYY, with US headquarters in Milpitas, CA, is provider of OCR, document capture and process automation solutions
- Announced it received a "significant investment" from Marlin Equity Partners of Los Angeles, CA

[MSPAlliance Updates MSP/Cloud Verify Standard to Address Cybersecurity and MSP Assurance](#)

- MSPAlliance® announced the newest release of its Unified Certification Standard (UCS) for Cloud & Managed Service Providers
- UCS v.21 adds more detail around existing Cybersecurity coverage within the standard, including further mapping to frameworks such as CMMC and ISO 27001
- Less than 3% of the MSPs worldwide possess an MSP Verify (or equivalent) certification or audit
- MSPAlliance® is a global industry association and accrediting body for the Cyber Security, Cloud Computing, and Managed Services Provider (MSP) industry

[20 jobs forecast following merger at city firm Intuity Technologies](#)

- Reported on Galway Bay fm
- 20 new jobs are forecast to be created at Ballybrit firm Intuity Technologies
- merger between Intuity Technologies and Roscommon firm myITdepartment

[Lead for IT Services in Illinois](#)

- \$75K opportunity
- Click link for info
[http://apps.mwrd.org/ContractAnnouncements/\(X\(1\)S\(t0z1ulhrulo0o0eyetungemn\)\)/BidDetails?contractID=2232](http://apps.mwrd.org/ContractAnnouncements/(X(1)S(t0z1ulhrulo0o0eyetungemn))/BidDetails?contractID=2232)

[IDC predicted that four hundred billion fewer pages would be printed in 2020](#)

- Demand for managed print services has fallen sharply during the Covid pandemic
- estimations came after IDC [predicted that four hundred billion fewer pages would be printed in 2020](#) than previous years - the equivalent of seven football fields-worth of paged every minute
- Maruggi told *CRN* that, while there's a lot of speculation about how badly the print sector will be hit in the aftermath of the pandemic, Apogee is working with the assumption that it will lose around 15 to 20 per cent of normal print levels post-Covid

[ATCO Australia Pivots to the Cloud with OpenText](#)

- [OpenText™](#), announced ATCO Australia has moved their information management solutions to the OpenText™ Cloud
- ATCO Australia is an energy company responsible for developing, building, owning and operating energy infrastructure assets
- "With OpenText Cloud Managed Services, we no longer have to maintain infrastructure or worry about upgrades and patches," said Chris Marshall, General Manager IT at ATCO Australia
- OpenText, The Information Company™, enables organizations to gain insight through market leading information management solutions, powered by OpenText Cloud Editions

[TPx Awarded Most Promising in SMB Cybersecurity in the Coveted Global InfoSec Awards at RSA 2021](#)

- [TPx](#), announced it was recognized with the Most Promising in SMB Cybersecurity award from Cyber Defense Magazine (CDM)
- To see the full list of winners, visit <http://www.cyberdefenseawards.com/>
- TPx is a managed services provider focused on the success of small- and medium-sized businesses (SMBs) with approximately 25,000 customers in more than 50,000 locations across the U.S



REMARKET • RECYCLE • RELOCATE
ThinkARCOA.com

[ReachOut Technology Remains Bullish on Infrastructure and Cybersecurity; Seeks to Acquire 75 ...](#)

- According to Pew Research, 64 percent of Americans have an online account involving health, financial or other sensitive data and nearly two-thirds of those have experienced some form of data theft
- roughly half (49%) of all Americans feel their personal information is less secure than it was five years ago
- a full 70% of Americans expect that the U.S. will experience a significant cyberattack on its public infrastructure in the next five years.¹
- In recent years, ReachOut Technology has quietly been acquiring local Managed Service Providers (MSPs) and private security companies across the U.S.
- Founder and CEO [Rick Jordan](#) has committed to a goal of actively acquiring 75 in the next 24 months. J

[Toshiba Tec is hacked with ransomware](#)

- A Toshiba Corp. unit said it was hacked by the DarkSide ransomware group
- Toshiba Tec, which makes products such as printer/MFPs and is valued at \$2.3 billion, was hacked by DarkSide
- Claims "that only a minimal amount of work data had been lost"
- "There are around 30 groups within DarkSide that are attempting to hack companies all the time, and they succeeded this time with Toshiba," said Takashi Yoshikawa, a senior malware analyst at Mitsui Bussan Secure Directions

[Ricoh Canada's Document Processing Services Chooses ancora Software to Enhance their ...](#)

- ancora Software, Inc., announced that Ricoh Canada's Document Processing Services has signed an agreement to use ancora's flagship product ancoraDocs to enhance their Intelligent Capture ServicesA
- ancoraDocs is available either on premise or as a true multi-tenant cloud service hosted by ancora on Microsoft Azure
- "We are really happy to sign an agreement with Ricoh Canada's Document Processing Services group," said Noel Flynn, CEO at ancora

[WBM Technologies Wins HP's North American Smart Device Services Award for Predictive Analytics in Print](#)

- WBM Technologies (WBM) was named HP's top partner in North America in the area of Smart Device Services
- award acknowledges WBM's innovative and proactive use of remote monitoring technologies and predictive analytics

[HP rehires Christian Slater for security push](#)

In past, company ran video ads featuring actor Christian Slater as a hacker named "The Wolf" who access company data by hacking into printers and MFPs

- Has brought him back for new set of ads to promote new HP Wolf Security solutions
- New focus on potential security vulnerabilities from remote workers using devices at home
- New report published with results of latest survey:
 - 45% of IT decision makers say they have seen evidence in their company of compromised printers being used as an attack point in past year
 - 86% have concerns around the security of their home printers
 - 1.5 attacks per minute on endpoints connected to Internet, including printers and MFPs
 - 91% plan on making endpoint security just as important as network security
- HP Wolf Security solution offers:
 - "new breed of endpoint security
 - Safeguard PCs, printers and people from cyber predators
 - Unites existing HP security offerings under new brand
 - Technologies include:
 - Self-healing firmware
 - In-memory breach detection
 - Threat containment via virtualization



REMARKET • RECYCLE • RELOCATE
ThinkARCOA.com

- Cloud-based intelligence
 - Remote recovery from firmware attacks
 - Threat data collection
 - Alerts
 - Next-gen anti-virus
- Is offering online training and resources for dealers to sell new solution
 - Is planning a series of virtual "road shows" for dealers and their customers

[HP sells printer/MFP plant to Sharp's parent](#)

Business Korea magazine reported that HP Inc has sold a laser printer/MFP manufacturing plant in Weihai, China

- The buyers is Foxconn, aka Hon Hai Precision of Taiwan, which is the owner of Sharp
- In 2017, HP bought the printer/MFP plant from Samsung for \$1.05 billion
- The Shandong plant will continue to supply HP with LaserJet branded product
- (unknown if plant will also be used to make Sharp-branded product, or how this will impact HP's other supplier, Canon)

[CGI to continue modernization of Department of Interior's mission-critical National Trust Information ...](#)

- CGI announced an award from the Department of Interior's (DOI) Bureau of Indian Affairs (BIA) for continued enhancement of its Trust Asset Accounting Management System (TAAMS)
- BIA leverages TAAMS to administer and manage natural resources on 55 million surface acres and 57 million acres of subsurface minerals estates held in trust by the United States for American Indians, Indian tribes, and Alaska Natives

[Bell Techlogix earns spot on CRN® Tech Elite 250 and MSP 500 lists for second consecutive year](#)

- Bell Techlogix, announced that [CRN®](#), a brand of [The Channel Company](#), has named the company to its annual Tech Elite 250 , Security 100 and MSP 500 lists for the second consecutive year
- The Tech Elite 250 list is comprised of solution providers in the U.S. and Canada who have the highest level and most certifications from Amazon, Cisco, Dell, HPE and VMware
- Fifth year Bell Techlogix has been named to the Tech Elite 250. The Managed Security 100 spotlights MSPs with cloud-based security services expertise.

[NetDocuments Cloud Platform Records Unprecedented Q1 2021 Growth](#)

- announced unprecedented growth in Q1 2021 (1Q21), continuing its record setting sales momentum
- 1Q21 was a record first quarter for new customer acquisition representing 27% growth over the previous largest Q1, and the biggest non-Q4 quarter on record
- Company continued its record growth within the small-medium law firm segment, recording 84+% growth, and a record 1st quarter 2021 in new corporate legal accounts, representing a 163% increase compared to Q120



REMARKET • RECYCLE • RELOCATE
ThinkARCOA.com

Cybersecurity Update

- Colonial Pipeline Company, headquartered in Alpharetta, Georgia, was hit by ransomware and forced to shut down its fuel pipeline operation that spans 5,500 miles from Houston, TX to Linden, NJ. This may cause a further spike in gasoline cost.
- Judge Eldon E. Fallon sentenced Edward Tolliver of New Orleans, LA to 124 months in federal prison for making and selling fake credit cards using stolen identities he acquired from Dark Web sites.
- SmileDirectClub, headquartered in Nashville, TN, notified an unknown number of patients their PHI may have been exposed after "systems outage"
- Owners of Tesla beware! Two researchers are warning that a hacker can use a specially equipped drone to remotely hack into and take control of the Tesla car, using the TBONE exploitation.
- The federal Department of Health & Human Services' Office For Civil Rights reported:
 - March there were 1,116,997 patients that had their PHI exposed due to breaches
 - April has 2,121,186 patients impacted
- Flashpoint is reporting that Iran's Islamic Revolutionary Guard Corps is behind ransomware campaign using a hacking group called Emen Net Pasargard.
- The Rochester Community Technical College of Minnesota notified 5,392 students that their info was exposed after cyber security incident.
- Check Point Research is warning that billions of Android-based mobile devices are exposed due to a security vulnerability in Qualcomm's Mobile Station Modem chips
- Dell Computer announced it has patched flaws in vulnerable firmware that shipped in millions of laptops, tablets and desktop PCs since 2009.
- Peloton Corp., headquartered in New York City, NY, is notifying millions of customers of its Peloton fitness equipment that their info may have been exposed due to newly discovered vulnerability.
- Aprima suffered outages of its cloud-based EHRs due to ransomware attack on MednetwoRX data center in Dallas, TX.
- Lourdes Hospital of Binghamton, NY notified an unknown number of patients that their PHI was exposed after its CaptureRX pharmacy claims processing solution was hacked.
- West Penn Hospital of Pennsylvania announced that former employee, Guy Caley, was convicted of 44 felony and 45 misdemeanor counts for illegal actions which exposed the identities of patients.
- Mandiant Threat Intelligence is reporting of new security vulnerabilities found in Intel and AMD computer processor chips, that bypass fixes that companies issued to correct the past Spectre and Meltdown hacking attacks.
- Wolfe Eye Clinics of Iowa notified an unknown number of patients that their PHI may have been exposed due to cyber attack.
- SEIU 775 Benefits Group of Washington notified 140,000 patients that their PHI was exposed after cyber attack.
- Nexelis Group, headquartered in Seattle, WA, notified an unknown number of patients of Pacific Biomarkers that their PHI was exposed after malware attack.
- Medtronic, with US headquarters in Minnesota, notified an unknown number of patients that their PHI may have been exposed after cybersecurity incident.
- Rx Pharmacies, headquartered in Tri-Cities area of Washington, notified an unknown number of patients that their PHI was exposed after email phishing attack.
- TruSec Security Consulting is reporting that the Russian government is backing Evil Corp., a cybercrime organization.
- The US State Department has fined Honeywell Corp., headquartered in Charlotte, NC, after some of its employees allegedly leaked plans for the F35 and F22 Raptor and other aircraft designs to the Chinese government.
- Health Aid, headquartered in Parma, OH, notified 140,000 patients that their PHI was exposed after cybersecurity incident.
- Scripps Health of San Diego, CA notified an unknown numbers of patients that their PHI may have been exposed after a ransomware attack.
- Midwest Transplant Network, headquartered in Westwood, KS, notified 17,000 patients that their PHI was exposed after ransomware attack.
- Gifford Health Care of Vermont notified an unknown number of patients that their PHImay have been exposed after a cybersecurity incident.
- Faxton St. Luke's Healthcare of Utica, NY notified 17,655 patients that their PHI may have been exposed after cybersecurity incident.



REMARKET • RECYCLE • RELOCATE
ThinkARCOA.com

- Orthopedic Associates of Dutchess County in New York notified 330,000 patients that their PHI was exposed after cybersecurity incident.
- BakerHostetler published ransomware report:
 - Average initial ransomware demand is now \$4,583,000
 - In healthcare, average ransomware payout is \$910,335
 - Average forensic investigation cost = \$58,963
 - HIPAA fines range from \$100,000 to \$6.85 million
- The Alaska Court System was forced offline after cybersecurity incident.
- Netskope Security is warning that ransomware could be inserted into a network by using malicious Microsoft Office files. The malware could be embedded in MS Excel, MS Word, MS PowerPoint, etc.

Find out why so many **service providers** are **choosing us** as their **distributor of choice**.

Your Best Source!

