March 7th, 2022

IT, 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

Buchanan Technologies Recognized on CRN's 2022 MSP 500 List

- Announced that CRN®, a brand of The Channel Company, has named Buchanan Technologies to its Managed Service Provider (MSP) 500 list in the Elite 150 category for 2022
- Annual MSP 500 list is divided into three sections: MSP Pioneer 250, MSP Elite 150, recognizing large, and Managed Security 100
- Buchanan Technologies is a managed services provider offering IT services and customized solutions to mid-tier and enterprise-level organizations

CMIT Solutions Recognized on CRN's 2022 MSP 500 List

- Announced named by CRN®, a brand of The Channel Company, to 2022 Managed Service Provider (MSP) 500 list in the Managed Security 100 category
- Annual MSP 500 list is divided into three sections: MSP Pioneer 250, MSP Elite 150, recognizing large, and Managed Security 100
- CMIT Solutions delivers solutions that include proactive IT maintenance &monitoring, advanced cybersecurity, future-focused infrastructure, remote workforce enablement

Konica Minolta Named a Leader in Worldwide Print for the Distributed Workforce by IDC MarketScape

- Named a "Leader" in the IDC MarketScape: Worldwide Print for the Distributed Workforce 2022 Vendor Assessment
- study assessed "the strategies and capabilities of the major office printing vendors to support an increasingly distributed workforce on a worldwide basis"
- We anticipate that work from home will be more normalized in the future, even with the passage of the pandemic and its substantive business impact."
- Download a copy of the IDC MarketScape: Worldwide Print for the Distributed Workforce 2022 Vendor Assessment here.

Epson offers new scanner

- Now shipping the DS-790WN for $849 MSRP
- Scans both sides of original at same time
- Top scan speed of 45opm or 90ipm
- Document feeder holds up to 100 originals
- Max scan size of 8.5" x 240"
- 4.3" color LCD touchscreen display
- TWAIN and ISIS drivers

CrowdStrike Introduces the Industry's First Fully-Managed Identity Threat Protection Solution, Powered by Falcon Complete

- Introduced Falcon Identity Threat Protection Complete, the industry's first fully-managed identity threat protection solution
- Brings together the Falcon Identity Threat Protection module and Falcon Complete managed service
- Nearly 80% of cyberattacks leverage identity-based attacks to compromise legitimate credentials and use techniques like lateral movement to quickly evade detection

MSPs getting stuck in 'digital impasse'

- Reported on www.computerweekly.com
- Client demand is increasing but some MSPs are struggling to keep pace
- Strong demand for managed security and cloud services
- Interviewing over 600 MSPs, it is remarkable to see how 90% of service providers have seen client demand for managed services grow

Magna5 Continues Expansion of Managed Services Business through Acquisition of TCG ...

- Announced acquisition of TCG Network Services ("TCG"), Boston-based managed IT and cybersecurity services provider
- TCG is the second acquisition that Magna5 has announced in the past 12 months
- **Magna5 acquired New York-based SpinnerTech in May 2021**
- Magna5, a NewSpring Holdings platform, provides managed IT services, cybersecurity, private and public cloud hosting, backup and disaster recovery

TPx Named to CRN's 2022 Managed Service Provider 500

- Named to CRN's 2022 Managed Service Provider (MSP) 500, for fifth consecutive year.
- TPx was also recognized as an Elite 150 member
- Px is a managed service provider focused on the success of small- and medium-sized businesses (SMBs) with approximately 18,000 customers in more than 49,000 locations across the U.S

ICE Global Network Introduces Global Hardware Procurement and Managed Services Solution

- Announced the launch of its global procurement and managed services solution with Techary, a leading provider of global technology solutions
- (IGN) provides high quality content, delivery and execution service
- Techary specializes in solution design, implementation and support of infrastructure

Align Named to CRN 2022 MSP 500 List in Pioneer 250 Category

- Named Align to its 2022 Managed Service Provider (MSP) 500 list in the Pioneer 250 category
- Annual MSP 500 list is divided into three sections: MSP Pioneer 250, MSP Elite 150, and Managed Security 100
- Align recognized on the MSP 500 list every year since 2014

Epicor buys Business Intelligence platform Grow

- Reported on martechcube.com
- Announced it has acquired Grow Inc., a no-code, full-stack business intelligence (BI) platform
- strengthens the Epicor portfolio of analytics capabilities

Kyocera to launch new MFPs

- Kyocera (aka Kyoto Ceramic Company) to bring to market the new TASKalfa MZ4000i and MZ3200 models
- Both are A3 b/w laser MFPs
- 40ppm and 32ppm top speeds respectively
- Dark grey plastic exterior
- Replace 4012i and 3212i models
- Optional fax board
- 10.1" color LCD touchscreen
- 4 document feeder options:
- DP-7160 offers dual scan up to 320 originals
- DP-7170 offers dual scan, double feed and staple detection
- Top scan speed of 200ipm or 100opm

Pro Cloud SaaS partners with directprint.io

- Pro Cloud SaaS has today announced a global partnership with directprint.io
- Collaboration will see Pro Cloud SaaS expand its SaaS offering, enabling customers to leverage directprint.io's serverless print management solution
- directprint.io is a secure, serverless SaaS solution that enables organizations to reduce print costs, simplify print management and track print activity
- Pro Cloud SaaS is a worldwide technology services provider that specialises in making customers the hero on their journey to the security and simplicity of the cloud

SYSPRO USA Extends Business Intelligence Capabilities Through Strategic Partnership With ZAP

- Announce partnership with ZAP, provides services for data management and analytics
- ZAP Data Hub integrates effortlessly with SYSPRO ERP Software, offering advanced management, analytics, and reporting solutions
- SYSPRO is a global Enterprise Resource Planning (ERP) software provider specializing in key manufacturing and distribution industries

Vitech Releases DataInsight For Advanced Business Intelligence

- DataInsight uses big data analytics and machine learning technology to unify intelligence for insightful and informed decision-making

Agio Named Most Innovative Technology Firm for 2nd Consecutive Year by HFM .

- Named Most Innovative Technology Firm of the year at the Hedge Fund Magazine (HFM) 2022 U.S. Technology Awards
- Agio is a hybrid cybersecurity and managed IT organization equipping financial services with next-generation cyber protection and technology support

Verizon Business furthers global managed services portfolio expansion with VMware

- Announced addition of VMware to global managed Software-Defined Wide Area Network (SD WAN) service portfolio contained within Verizon's Managed WAN Service
- New solution, built for cloud-ready global enterprises
- Craig Connors, vice president and general manager of VMware's SASE business, said, "The next generation of modern apps will run at the edge and enterprises must modernize their underlying network to support them

Cybersecurity Notes

- The U.S. federal government is warning organizations that cyberattacks will increase due to the war in Ukraine
- Fed gov warns healthcare industry that hackers are using the "Log4j" vulnerability in devices (including some printers and MFPs) to infiltrate network
- The federal Office for Civil Rights (aka HIPAA police) reported that it is aware of 2,304,607 patients that had their PHI exposed in 1/2022 due to breaches
- 58% of organizations that have been hit with ransomware have paid the ransom according to a report from Dark Reading magazine:
  - 54% regained access to data after paying first ransom
  - 33% paid additional ransom to gain access

- Michigan Medicine notified 269 patients that their PHI was illegally accessed by an employee.
- Burnout in cybersecurity workforce according to research published by ThreatConnect:
  - 50% of private sector businesses already have gaps in IT security skills in company
  - 32% of IT managers are considering quitting in 6 months
  - 25% of IT directors are also considering quitting
  - 27% say stress is reason for quitting
  - 50% of C-level executives will have cybersecurity risk component in their comp plans by 2026

- Small healthcare practices are increasingly being targeted by hackers, according to article published in Medical Economic magazine.
- Minimally Invasive Surgery Centers of Hawaii notified an unknown number of patients that their PHI was exposed after ransomware attack
- Hacker gang Snatch on Friday claimed to have stolen 500 GB from McDonald's, headquartered in Chicago, IL
  - The ransomware group all appear to be Russian-speaking, experts say
  - It could be the opening salvo in Russian cyber retaliation against the US

- Sea Mar Community Health of Seattle, WA is being sued by former patients as result of breach that exposed PHI of 688.000 patients
- John C. Fremont Hospital of Mariposa, CA notified an unknown number of patients that their PHI was exposed after ransomware attack
- Houston Health Department notified up to 10,000 patients that their PHI may have been exposed after breach.
- Central Pacific Bank of Hawaii notified an unknown number of customers that their info may have been exposed after cyber attack
- Hays Unified School District of Kansas notified an unknown number of students that their info was exposed after ransomware attack
- Vision Source aka Dr. Douglas C. Morrow Eye Clinic of Auburn, IN notified an unknown number of patients that their PHI was exposed after cyber attack
- Taylor, Ganson & Perrin Law Firm of Boston, Mass notified an unknown number of clients that their info was exposed after data breach.