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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.

### [Logicalis US Strengthens Leadership Team with Five Executive Appointments](#)

- Announced five executive appointments that underscore an ongoing investment in its practices, people and role as Architects of Change™
- Promotions of Jeff Wilms to Chief Revenue Officer; Ed Konopasek to Senior Vice President, Integrated Practices; Brandon Harris to Vice President, Modern Data Center; Jeff Earll to Area Vice President of Sales, Michigan; and Doug Harvey to Area Vice President of Sales, Cleveland and Pittsburgh

### [Bavarian State Ministry of Justice selects CGI to drive digitization and innovation](#)

- Six-year managed IT services contract valued at 250 million euros
- Help evolve the ministry's IT infrastructure
- 220 locations across Bavaria



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- To advance its IT modernization and the digitization of its business and IT workflows

#### Hyland Software makes announcements

- Headquartered in Cleveland, Ohio, and maker of OnBase ECM solutions
- Announced it has expanded its Hyland Cloud to leverage Amazon Web Services in Oregon and Frankfurt, Germany
- Claims that 1,175 organizations in 29 countries in Hyland Cloud
- Also announced it has acquired Nuxeo, a content services platform and digital asset management (DAM) provider

#### Barracuda enhances solution and service offering for today's security-centric MSP

- Barracuda CloudGen Access makes Zero Trust Network Access (ZTNA) capabilities available to Barracuda's MSP Partners
- Enhancements to Barracuda's cloud-based remote monitoring and management platform, now called Barracuda RMM, deliver expanded integrations, improved Microsoft patch management capabilities, and more

#### Ricoh CEO details plans for future

Interview published in Japan Times magazine of Jake Yamashita, president and CEO

- Sales in its DocuWare ECM division up 48% in Europe in 2020
- Aims to shift to a digital services company
- Goal of 150 billion yen in operating profits by 2025
- Reorganizing company into 5 divisions:
  - Digital Services (office and remote task solutions, workflow solutions and digital transformation)
  - Digital Products (printers, MFPs, etc.)
  - Graphic Communications (PPS, IP, etc.)
  - Industrial Solutions (thermal and industrial products)
  - Futures (healthcare technology, inkjet printed batteries, Smart Vision, new materials, 3D printing, energy harvesting)
  - Will reduce headquarters employees from 3200 to 1600 in 5 years
  - For FY2022, goal is that Digital Services will be 39% of total sales 41% of sales will be Digital Products
- For FY2023, goal is 40% from Digital Services and 39% from Digital Products
- For FY2025, goal is 42% from Digital Services and 35% from Digital Products
  - Digital Services will generate 54% of operating profit
  - Digital Products = 25% of operating profit



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- Expects about 30% in-office employee attendance rate
- Pledged to spend \$2.8 billion on acquisitions
- Is “pursuing alliances with competitors in the A3 color MFP market”

### [Canon announces restructuring](#)

CEO Fujio Mitari presented “Corporate Strategy for 2021” in Japan

- Realigning businesses into 4 divisions:
- Printing (printers, MFPs, wide format, PPS, IP and supplies)  
Aiming to achieve 5% of higher annual growth in this division
  - Optical (cameras and camera equipment)
  - Industrial Equipment
  - Medical
- In 2025, plans to exceed its record 2007 sales
- Expects new businesses (semiconductors, displays, legacy Océ’ production print, legacy Axis network cameras and legacy Toshiba medical equipment) to account for 36% or more of total sales
  - Will be 38% or more of operating income
- For office MFPs, company will focus on cloud apps, software and document scanning
- Believes that digital commercial production printing is less likely to be affected by paperless trends
- “will make a full scale entry into industrial printing, in areas such as label and package printing”

### [Carousel Industries Names Cybersecurity Veteran Zane West as Vice President of Cybersecurity ...](#)

- Newly created role of Vice President of Cybersecurity Sales & Strategy
- West will report to Carousel’s Chief Revenue Officer Jim Marsh
- West most recently was Vice President of Products and Development at Proficio, a leading provider of Managed Detection and Response (MDR) solutions

### [Quant Funds Choose Enfusion For Investment Management Technology and Managed Services](#)

- Enfusion signed two clients, Dark Forest Capital Management LP and Welton Investment Partners
- Modernize operational infrastructure, enhance scalability and increase overall efficiency
- Welton is leveraging Enfusion’s full front-to-back office, SaaS-based investment management platform
- Dark Forest is utilizing Enfusion’s technology platform for shadow accounting and analytics



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### [Returning to Office During Pandemic Requires Attention to Detail](#)

- Reported on Associationsnow.com
- Association for Professionals in Infection Control and Epidemiology (APIC), which decided to take a hybrid approach where staff work one day from the office and four days remotely
- Focused on safety protocols from the moment staff entered the building, to getting up to their desks
  - “The first thing they do is put a glove on and take their temperature,”
  - Elevator capacity is limited
  - “We had 60 radials, the kind you see like you see at Target that say ‘six feet apart,’” Hall said.

### [Fortinet Expands Engage Partner Program Benefits to Further Enable Channel Business Growth](#)

- Announcing updates that will help our partners to further reap benefits from the Engage Partner Program
- The Fortinet Engage 2.0 Partner Program allows partners to develop the expertise needed to deliver on the promise of digital transformation
- Engage 2.0 Partner Program Expands Benefits
  - New Consumption Models
  - Enhanced Cloud Partner Benefits
  - Additional Specializations
  - Updated NSE Courses to Meet Compliance Requirements

### [WatchGuard enhances MSP cloud platform](#)

- Reported on Computer Weekly
- WatchGuard has added more capability to its cloud platform
  - managing network security
  - advanced threat detection
  - multi-factor authentication

### [Datto Acquires BitDam In Bid For SMB MSP Cyber Threat Protection](#)

- Has acquired BitDam, an Israeli developer of cyber threat detection
- [BitDam](#) is the developer of the Advanced Threat Protection, or ATP, technology
- Claims offers comprehensive defense against malware, phishing, business email compromise attacks, account compromise, and spam

### [Synopsys ARC EV Processor Enables Kyocera Document Solutions to Launch AI-enabled ...](#)

- Kyocera Document Solutions differentiated its intelligent multifunction product SoC using high-performance DesignWare ARC EV6x Processor IP and MetaWare EV Development Toolkit



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- DesignWare EV6x Vision Processors integrate from one to four 512-bit vector DSPs and a CNN engine, providing scalable performance for a wide range of vision applications
- MetaWare EV Development Toolkit, a suite of tools supporting TensorFlow, Caffe, ONNX, OpenCL C, OpenVX, and OpenCV standards, simplifies application software development

### [iENSO and Firedome announce a partnership to bring real-time cybersecurity to IoT brands](#)

- Announced today a partnership to protect connected devices with embedded vision
- iENSO is an embedded vision system provider focused on Edge AI and cloud connectivity
- Firedome is the world's first provider of real-time endpoint cybersecurity for IoT devices

### [AT&T Cybersecurity Launches Managed SASE Solution](#)

- Expanding its portfolio of Managed Security Services through its alliance with Fortinet
- AT&T SASE with Fortinet is the first, global managed SASE solution at scale that unifies software-defined wide-area network (SD-WAN) with essential network security functions of the SASE framework and 24x7 management

### [Ricoh Canada becomes a RelativityOne Gold Partner](#)

- Announced that it has become a RelativityOne Gold Partner
- "It is clear that Relativity is the leader in the eDiscovery space, and, through this elevated status, we continue our dedication to providing our clients with best-in-class solutions."
- [Relativity](#) makes software to help users organize data, discover the truth and act on it

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

- [Click here to view the RFP for Information Technology Services](#)

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

- **City of Weldon Springs, Missouri** <https://www.weldonspring.org/reference-desk/open-bids-and-proposals/rfp-information-technology-managed-support-service>

### **Cybersecurity Notes**

- The federal government, via Department of Health & Human Services' Office For Civil Rights, is reminding all healthcare facilities that they have until 3/1/2021 to report any breaches that exposed PHI of fewer than 500 patients.



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- CrowdStrike published report warning the healthcare industry of increased cyberattacks from state sponsored hacking gangs located in:
  - North Korea
  - Vietnam
  - Iran
  - Russia
  - China
- ZDNet is warning of a sharp rise in hacking attacks aimed at colleges and universities.
  - Up 100% YoY
  - Average ransom paid = \$447,000
- St. Margaret's Health of Spring Valley, Illinois notified an unknown number of patients that their PHI was exposed after cyber attack.
- Watermark Retirement Communities, headquartered in Tucson, Arizona, notified patients in 10 states that their PHI may have been exposed after a "cyber intrusion"
- Kroger Corp., which operates grocery stores across the U.S., and in Cincinnati, OH, an unknown number of customers that their info may have been exposed after a cybersecurity incident.
- Automatic Funds Transfer Service, headquartered in Seattle, WA, notified an unknown number of customers that their info may have been exposed after being hit by "Cuba" ransomware gang. Customer impacted include:
  - State of California Department of Motor Vehicles
  - City of Seattle, WA
  - City of Auburn, WA
  - City of Kirkland, WA
  - City of Lynnwood, WA
  - City of Monroe, WA
  - City of Puyallup, WA
  - City of Redmond, WA
  - Lakewood Water District of Seattle
  - Port of Edmonds, WA
- Harvard Eye Associates, headquartered in Laguna Hills, CA notified 29,982 patients that their PHI may have been exposed after being hit by ransomware. Also impacted is Alicia Surgery Center.
- Kaspersky Security published results of research on data security:
  - \$6 trillion = estimated annual loss in U.S. in 2021 from cyber crime
  - \$12.9 billion = estimated size of threat intelligence market by 2023
  - \$5.2 trillion = total value at risk from cybercrime over next 5 years
- Bombardier, a manufacturer of airplanes, with U.S. headquarters located in Dallas, TX, notified an unknown number of customers that their info may have been exposed after attack from the Clop ransomware gang.
- Georgetown County of South Carolina notified an unknown number of citizens that their info may have been exposed after ransomware attack.
- Fisher-Titus Medical Center of Ohio notified an unknown number of patients had their PHI exposed after email phishing attack.
- Family Medical Center of Griffin, Georgia, part of Gore Medical Management, recently began notifying 79,100 patients that their PHI may have been exposed through a hacking incident
  - FBI notified it of the data theft in November 2020 after finding the stolen files on a third-party computer that was not part of Family Medical Center's practice
- Florida Studio Theatre of Sarasota, FL notified an unknown number of employees and customers that their info was exposed after ransomware attack



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- Researchers at University of Kentucky and Michigan State University have found that more than 100 American colleges have been hacked by Chinese hackers including:
  - Florida State University Law School
  - Clemson University
  - Penn State
  - MIT
  - Columbia
  - Purdue University
  - UCLA
- Jacobson Memorial Hospital and Care Center of Elgin, North Dakota informed 1,547 patients that their PHI was exposed after email phishing attack
- Cornerstone Care of Pennsylvania notified 11,487 patients that their PHI was exposed after email phishing attack
- TikTok, a video sharing app controlled by the Chinese government, agreed to pay \$92 million to settle lawsuit regarding breach of info of 89 million users.
- Morgan County of Missouri notified an unknown number of citizens that their info may have been exposed after DoppelPaymer ransomware attack.
- An unidentified bank in Magnolia, Arkansas is notifying customers that their info was exposed after a former employee illegally accessed and used info to make fraudulent purchases.
- Clubhouse, a popular audio chatroom app, notified an unknown number of users that their info may have been exposed after a recent breach.
- IBM report states that ransomware attacks increased 20% YoY
  - Double extortion tactics used in 59% of case
- Dion Melton and Dominic Smith of Norfolk, VA men pleaded guilty to conspiracy to commit wire fraud and aggravated identity theft as part of a scheme to purchase alcohol for resale from Virginia Alcoholic Beverage Control Authority (ABC) stores with stolen credit, debit, and pre-paid gift card numbers.
- T-Mobile, headquartered in Bellevue, Washington, has disclosed a data breach after an unknown number of customers were apparently affected by SIM swap attacks.
- Universal Health Services, headquartered in King of Prussia, PA, admitted that the company lost \$67 million in the second half of 2020 as a result of a September cyberattack.

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