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

Xerox Acquires Canadian IT Services Provider, Powerland, to Grow Presence in IT Services Market

- Xerox Holdings Corporation announced it has acquired Powerland for cash
- Powerland is an IT services provider in Canada
- Powerland offers technology solutions, hybrid cloud, cybersecurity and end-user computing solutions
- Xerox acquired both ITEC Connect, a leader in IT services in the UK, and Digitex, an IT services provider in Canada, in March 2020
- Xerox acquired Competitive Computing (C2), a Vermont based IT services company, in October 2021

LoadSpring Solutions Announces Promotion of Dr Asif Sharif to Managing Director as it ...

- Announce the promotion of Dr Asif Sharif to Managing Director for LoadSpring Solutions Ltd
- Asif will be heading EMEA Operations abroad
- Eric Leighton, Chief Executive Officer of LoadSpring, says, "I am extremely excited to announce that Asif Sharif has been promoted to our first Managing Director for LoadSpring Solutions Ltd EMEA Operation
- LoadSpring is a global cloud solutions provider offering managed cloud services

Datapac's managed IT solution helps Special Olympics Ireland to go the distance

- Announced that it has implemented a managed ICT solution and security upgrades for Special Olympic Ireland (SOI)
- Long-term relationship between SOI and Datapac who, since 2006
- Identified the need for a fully outsourced and integrated managed ICT solution to enable ongoing benefits to almost 8,000 athletes in 293 clubs nationwide
- Reported on Irish Tech News

PrinterLogic security vulnerability

- Headquartered in St. George, Utah, maker of print driver management in the cloud solutions
- Issues detailed in Security Week magazine
- Three "high risk bugs can be exploited to launch remote code execution attacks"
- The company now offering patches to resolve the issues

What Is a Metaverse?

- The Metaverse is a collective virtual open space, created by the convergence of virtually enhanced physical and digital reality. It is physically persistent and provides enhanced immersive experiences.
- Activities that take place in isolated environments (buying digital land and constructing virtual homes, participating in a virtual social experience, etc.) will eventually take place in the Metaverse.
- The adoption of Metaverse technologies is still at an early stage, so business leaders should limit their investments there.

Zomentum Partners with CMIT Solutions to Scale Revenue for Managed IT Franchise Network

- announced today a partnership agreement with Austin-based CMIT Solutions
- CMIT Solutions is a provider of enterprise-level IT services to small and medium businesses through its network of nearly 200 franchises in the U.S. and Canada
- Agreement means CMIT franchisees will benefit from the Zomentum sales acceleration application

Interface achieves 37% YoY Sales Growth

- Reported a 37% increase in new sales bookings in 2021
- Sales growth was primarily driven by a rapidly changing threat landscape for retail and restaurant chains

CoreStack and Maureen Data Systems Partner to Offer Cloud Governance for Managed ...

- Announced a new partnership with Maureen Data Systems (MDS)
- Companies will work together to deliver appreciable cost savings in multi-cloud environments with the power of CoreStack's NextGen FinOps solution
- "With the growing cloud demand and the resulting complexity, it is impossible to manage multi-customer projects at scale with siloed teams, processes, and manual efforts," said Suren Singh, VP, Global Partnerships and Alliances at CoreStack
- CoreStack is an AI-powered next generation multi-cloud governance solution

Lexmark has another security vulnerability

- Lexmark, owned by Ninestar of China, has new security issues according to an article published in R.S.News
- "allows hackers to executive arbitrary code on third-party printers"
- Company apparently offering a bundled update to resolve the problems

Lexmark unveils new solutions

- Lexmark is owned by Ninestar of China
- <mark>Previewed new Cloud Scan Manager</mark>
- Designed to automate the distribution of hardcopy documents
- Scan and route into Microsoft One Drive or other cloud storage service
- Cloud Scan Management provides scanning to MS One Drive and MS SharePoint
  o Scan files into folder that can be shared by remote employees
- Cloud Service enhancements include dashboard cards and notifications on devices
- <mark>Cloud Print Management for secure cloud based printing</mark>
- Cloud Fleet Management for managing print device fleets

Codeproof Technologies Offers "Six Months Free" Mobile Device Management Software for ...

- Announced a strategic business collaboration with Kyocera
- Kyocera, a leading provider of ultra-rugged mobile solutions
- Codeproof Technologies is offering a free six-month license for its mobile device management software to owners and new purchasers of Kyocera ultra-rugged smartphones

Crawford Technologies acquires Agilitech Solutions

- Acquired Agilitech Solutions, a provider of document and web accessibility solution
- Agilitech Solutions has been rebranded "CrawfordTech Government Solutions"
- Newly formed CrawfordTech Government Solutions will offer document accessibility solutions for both transactional and static documents, along with production management, workflow automation, e-delivery and content services

IT Systems Engineer Wanted

Stratix Systems
IT Systems Engineer
King of Prussia, PA
Employer est.:$50K - $75K
IT Systems Engineer

MYOB's cloud focus continues with the acquisition of document management startup Nimbus

- Reported on Starupdaily.net
- Value of the deal was not revealed by MYOB
- Australian-owned-and-operated document management service to its stable will allow MYOB to provide an integrated secure client portal tailored to the needs of accountants and practice managers

Lead for Managed IT Services in Mass

- RFP for managed Information technology Support Services for Winthrop Police Department.
- https://www.sec.state.ma.us/PublicationSubscriptionPublic/Subscriber/GSDetails.aspx?ID=pzN67QKSrBtkJGqVEaHFmg==

Salem NH Network Security/Support - Managed IT Solutions Startup Services Launch

- updating services to provide the IT support and leadership small and mid-sized businesses

IT spending prediction for 2022

- Research published by Gartner

- Data center systems up 4.7%
- Enterprise software up 11%
- <mark>Business and technology consulting up 10%</mark>
- Devices up 3.3%
- IT services up 7.9%
- Communication services up 1.3%

Cybersecurity Notes

- Spokane Health District of Washington notified an unknown number of patients that their PHI was exposed after email phishing attack.

- Welfare, Pension, and Annuity Funds of Local No. ONE I.A.T.S.E. of New York notified 20,579 patients that their PHI was exposed after email phishing attack.

- Loyola University Medical Center of Illinois notified 16,934 patients that their PHI was exposed after email phishing attack.

- Signature Healthcare Brockton Hospital of Massachusetts notified 9,798 patients that their phi was exposed after email phishing attack.

- Advent Health Partners of Nashville, TN notified an unknown number of patients that their PHI was exposed after email phishing attack.

- Caring Communities of Illinois notified an unknown number of patients that their PHI was exposed data breach.

- Jefferson Health of Philadelphia, PA notified 9,095 patients that their PHI after cyber security incident.

- Proofpoint published results of research on breaches caused by employees:

  - Insider threats cost organizations $15.4 billion per year

  - Increase of 34% since 2020

  - 56% caused by negligence

  - 26% caused by criminal insider activities

  - 18% caused by stolen credentials

- - Instagram users are being targeted by hackers, where accounts are hijacked, and hackers are demandin ransom for users to regain control – report from ZDNet magazine.

- Peachtree Orthopaedic Clinic of Georgia notified 53,686 patients that their PHI was exposed after ransomware attack.

- NYU Langone Health of New York notified 1,123 patients that their PHI was exposed after direct mailing error.

- The YMCA of Charlotte, NC has notified an unknown number of members that their info was exposed after data breach

- St. Lucie's County Drug Screening of Florida notified 14,500 patients that their PHI was exposed after it was inadvertently left exposed on a publicly accessible website.

- Griggsville-Perry School District of Pike County, IL notified an unknown number of students that their info was exposed after ransomware attack

- Sea Mar Community Health Center of Washington notified 688,000 patients that their PHI was exposed after ransomware attack.

- Pennsbury School District of Pennsylvania notified an unknown number of students that their info may have been exposed after cyber attack.

- EyeMed agreed to pay $600,000 to settle litigation with state of New York regarding data breach that exposed PHI of 98,632 patients.

- $8.5 billion worth of crypto currency was laundered by hackers in 2021 according to Chainanalysis.

- Memorial Health System of Ohio now facing lawsuits after a breach that exposed PHI of 215,000 patients.

- The FBI is warning organizations in the U.S. about a new hacking group named Emennet Pasargad, operating out of the country of Iran.

- Taylor Regional Hospital of Campbellsville, Kentucky notified an unknown number of patients that their PHI was exposed after cyber attack.