

February 25, 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



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[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](#).

[IBM acquires Azure consulting firm Neudesic](#)

- Neudesic’s consultants in the US and India deliver digital transformation services
- [IBM](#) will roll the firm into its hybrid cloud business within its [IBM Consulting](#) division
- Gartner projects a \$200 billion market for cloud managed services and consulting by 2024

[Spectrum Enterprise Enhances Managed Network Edge Solution with Remote Access and Multi-Cloud Connectivity Options](#)

- Announced three new enhancements to Managed Network Edge (MNE), a managed network solution based on the Cisco Meraki cloud-based platform
- MNE enhancements which include Remote Access, Teleworker and Virtual Edge, make it easier for network users to have access to their corporate network
- Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions

[The 20 Coolest Endpoint And Managed Security Companies Of 2022: The Security 100](#)

- Endpoint security solutions protect the network and the entry-points that bridge internal data with externally connected devices such as laptops and smartphones

[Buchanan Technologies Recognized on CRN's 2022 MSP 500 List](#)

- Announced today 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: the MSP Pioneer 250, MSP Elite 150, and the Managed Security 100
- Established in 1988, Buchanan Technologies is an award-winning managed services provider offering innovative IT services and customized solutions

[Will the Great Resignation Drive a Managed Services Renaissance?](#)

- Many are turning to managed service providers to fill the gap
- “On one hand enterprises want to move faster, and then on the opposite they just don’t have the people and skills to do it,” IDC analyst Leslie Rosenberg told SDxCentral

[Hackers attack fax boards in MFPs?](#)

- Article published in Information Security Buzz newsletter
- Details how hackers can execute a “faxploit”
- Fax lines are not protected by firewalls
- Send malicious code across phone line which contain a script that runs on MFP and takes control
- Then gain entry onto network to steal data and/or load malware



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[Kofax wins award](#)

- Award from PrintIT Reseller magazine
- Received the Best Workflow App award for ControlSuite

[Fujitsu ships new scanner](#)

- Launched the fi-8170 high speed scanner
- 140ipm or 70opm top scan speed
- Scans both sides of original at same time
- Uses contact image sensor (CIS) technology
- 600x600dpi
- Max scan size of 14"W x 240"L
- Document feeder holds up to 100 originals
- Ultrasonic double feed detection
- USB & 10/100/1000BaseT ports
- MSRP not published

[Toshiba Cloud Service Simplifies & Secures Printing for Modern Workforces](#)

- Toshiba launches cloud-based MPS - New Encompass Managed Print as a Service (MPaaS)
- Real-time order tracking
- Service requests
- Usage reports
- Analytics dashboard
- Automated supply replenishment
- Print fleet assessment tool

[Comms Group acquires Queensland managed service provider onPlatinum](#)

- Comms Group Limited, has acquired onGroup Holdings Pty Ltd, trading as onPlatinum
- onPlatinum has over 600 customers through QLD and NSW, lifting the Comms Group global customer base to more than 5,000 customers
- Strengthens Comms Groups ability to provide a complete and integrated solution set to customers across data, voice, managed services and print requirements

[Vector Choice Technology Solutions Acquires Jobecca Technology Group - Digital Journal](#)

- Has acquired Jobecca Technology Group, an MSP based in Philadelphia, PA
- Official announcement came January 14, 2022
- Acquisition of Jobecca Technology Group fits into Vector Choice's strategy of becoming a national managed IT and security services provider

[Microsoft Windows 11 printing issues](#)

- Article published in Tech Advisor magazine
- Recently published update, KB5010414, apparently can cause printing problems
- Can also cause overheating CPUs
- New version due out by end of February



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[directprint.io announces new intuitive user interface](#)

- developments include updates to its universal print driver and redesigned UI
- integration with Azure AD sees the launch of the platform on the Azure AD Marketplace
- introduced a brand new user interface (UI) designed to ensure a more intuitive, seamless and straightforward customer experience (CX)
- James Gilmore, Head of Product and Design at directprint.io, said: “Our new universal print driver is compatible with all the leading printer/MFP makes and models, new and old. It can be remotely deployed and supports single sign-on with Google and Microsoft, allowing for truly zero-touch deployment. With these latest enhancements to the client application’s UI, we’ve made it much easier for end-users to auto install available printers on their devices, access advanced features such as secure pin release and finishing options such as punching, stapling, booklet creation, etc. and, benefit from automatic updates without IT intervention.”

[Ricoh welcomes Phil Casale to lead eDiscovery Sales and empower the future of Legal Service Delivery](#)

- Announced the appointment of Phil Casale, Director, eDiscovery Sales, Ricoh USA, Inc
- Casale was Chief Information Officer at an esteemed Am Law 200 firm

Cybersecurity Notes

- Avita Health System of Ohio notified an unknown of patients that their PHI may have been exposed after a cyber attack.
- South Shore Hospital of Chicago, IL notified 115,670 patients that their PHI was exposed after cyber attack
- Philadelphia Fight Community Health Centers notified 15,000 patients that their PHI was exposed after cyber attack
- La Posada of Green Valley, AZ notified an unknown number of patients and employees that their PHI was exposed after malware incident
- Priority Health of Grand Rapids, MI notified an unknown number of patients that their PHI was exposed after cyber attack
- Medcity News published article reporting on growing problem of healthcare workers illegally accessing the PHI if patients they are interesting in dating
- Family Christian Health Center of Harvey, IL notified 31,000 patients that their PHI was exposed after ransomware attack
- Comprehensive Health Services of Cape Canaveral, FL notified an unknown number of patients that their PHI was exposed after cyber attack
- The Fertility Institute of New Orleans, LA caused a lot of PHI to be faxed to wrong number when it published the wrong number on its website
- National Math & Science Initiative of Dallas, TX notified 191,255 students that their info was exposed after cyber attack
- CaptureRx of San Antonio, TX paid \$4.75 million to settle lawsuit regarding a breach
- Inmediata Health Group of Puerto Rico paid \$1.12 million to settle lawsuit regarding cyber attack caused breach
- Williamsville Central School District of New York notified an unknown number of students that their info was exposed after cyber attack
- Sunshine Health Medicaid program in Florida notified “thousands” of parents that their children’s claims are delayed due to “software glitch”
- Morley Companies of Saginaw, MI notified an unknown number of customers that their info was exposed after cyber attack



