

August 21st, 2023

IT, MSP & MSSP Industry Notes

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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 client.

[International Council condemns Ninestar](#)

Press release published by the well-known International Imaging Technology Council in response to announcement from the U.S. federal government about Ninestar using forced labor for some of its products.

- Asks its members worldwide in print industry to "ensure that products are not produced using forced labor"
- "Let us work together to eradicate such unethical practices from our supply chains"
- Ninestar (headquartered in China) is the "third largest printer and printer cartridge manufacturer in the world, and trades under dozens of brand names" (including Lexmark, of which it owns controlling interest)
- "It is disheartening that these products continue to be sold"
- "by allowing such sales to persist, buyers are supporting an industry that profits from modern-day slaver"

[Konica Minolta Achieves VMware Cloud Verified Status](#)

- announced it has achieved VMware Cloud Verified status
- Cloud Verified badge signals to customers that Konica Minolta offers a service running on top of the complete VMware Cloud infrastructure
- Cloud Verified partner services, customers attain access to the full set of VMware Cloud Infrastructure capabilities including integration and interoperability, cost optimization and flexibility

[Quantipi Launches TotalCare Strategic AWS Workload Managed Services](#)

- announced the launch of TotalCare™



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- specialized managed services solution to help organizations manage the IT and tech infrastructure on [Amazon Web Services \(AWS\)](#) workloads
- Quantiphi offers services in regulated and non-regulated markets under the AWS TotalCare™ umbrella

[Kroll Responder Named as Overall Leader in The KuppingerCole Leadership Compass for Managed Detection and Response Services](#)

- named an “Overall Leader” in the 2023 [KuppingerCole Leadership Compass for Managed Detection and Response Services](#) for [Kroll Responder](#)
- recognition demonstrates the continual investment Kroll has made into Kroll Responder
- *KuppingerCole* identified Overall Leaders based on a combined rating which analyzes the strength of products, market presence and the innovation of vendors

[Cybersecurity Notes](#)

- The IRS has lost track of millions of sensitive taxpayer records after a watchdog group found empty boxes at an IRS document storage facility in Ogden, Utah that were supposed to contain 168 microfilm cartridges with images of millions of records.
- Prospect Medical Holdings, headquartered in Los Angeles, CA, updated the list of healthcare facilities that were affected by cyber attack:
 - Bellflower Behavioral Health of CA
 - Foothill Regional Medical Center of CA
 - Los Angeles Community Hospital of CA
 - Norwalk Community Hospital of CA
 - Southern California Hospitals of Culver City and Hollywood
 - Van Nuys Behavioral Health of CA
 - Manchester Memorial of CT
 - Rockville General of CT
 - Waterbury Hospital of CT
 - Crozer Chester Medical Center of PA
 - Delaware County Memorial of PA
 - Springfield Hospital of PA
 - Taylor Hospital of PA
 - Roger Williams Medical Center of RI
 - Our Lady of Fatima Hospital of RI
- The federal Department of Health & Human Services published a warning about a new ransomware hacking gang, named Rhysida, which is aiming its attacks on the healthcare industry in the U.S.
- Brigham and Women’s Hospital of Massachusetts notified an unknown number of patients that their PHI was exposed after cyber attack.
- The Colorado Department of Higher Education notified an unknown number of students and teachers that their info was exposed after cyber attack.
- Gunster, Yoakley & Stewart Law Firm of Miami, Florida notified an unknown number of clients that their info was exposed after cyber attack
- Crown Point School District of Indiana notified an unknown number of students that their info was exposed after cyber attack
- Johns Hopkins Medicine of Baltimore, Maryland notified 310,405 patients that their PHI was exposed after cyber attack
- Precision Anesthesia Billing of Tampa, FL notified 209,200 patients that their PHI was exposed after a cyber attack
- Life Management Center of Northwest Florida notified 19,107 patients that their PHI was exposed after cyber attack
- Discovery at Home notified senior patients in Florida and Texas that their PHI was exposed after cyber attack
- Bi-Bett Corporation of California notified 4,722 patients that their PHI was exposed after cyber attack
- Jefferson County Health Center of Oklahoma notified an unknown number of patients that their PHI was exposed after cyber attack
- Oregon Sports Medicine notified an unknown number of patients that their PHI was exposed after cyber attack
- The New Haven School District of Connecticut is reporting that it lost more than \$6 million after a cyber attack
- Florida Healthy Kids Insurance notified an unknown number of parents that their children’s records were exposed after cyber attack

[Fax solution vendor offers new features](#)

- Most driven by hacking groups in Russia
- Clop ransomware alone may have reaped \$100 million in ransom payments
- Median ransom payment = \$190,424

[LiquidText Announces Integration With iManage Tools for Seamless Document Analysis and ...](#)

- announces its strategic integration with iManage Work
- leading work product management platform for law firms, corporate legal departments, and other professional services firms
- brings together the best of LiquidText's advanced reading, document analysis and annotation capabilities with iManage's robust document and email management competencies

[Computerease IT Support of Chicago Sets the Standard for Efficiency and Affordability](#)

- offers a comprehensive spectrum of relevant services. Its specialty areas encompass a wide array of solutions, including but not limited to Cybersecurity, co-managed IT services, cloud solutions, work-from-home solutions, IT Consulting, VoIP services, data back-up and recovery, IT help desk, virtualization, and vCIO services

[Lock in on Cyber Security with ARCOA](#)

- ARCOA, data security is a critical part of what we do
- every item received, we adhere to NIST 800-88 procedures
- strict protocols to overwrite information render all data permanently removed and unrecoverable

[Huntress Announces Partnership With Darkhorse Tech to Protect the Dental Industry from Cyber Attacks](#)

- announced a new partnership with [Darkhorse Tech](#), a leading provider of IT solutions for dental practices
- offers managed security platform for small and mid-sized businesses (SMBs) and the managed service providers that support them

[High Wire Reports Revenue of \\$16.1 Million in First Half of 2023](#)

- provider of managed cybersecurity and technology enablement, reported results for continuing operations for the three and six months ended June 30, 2023
- First half 2023 revenue increased 32% to \$16.1 million
- Monthly recurring revenue exceeded a record \$1 million
- Total contract value (TCV) for Overwatch managed cybersecurity services totaled \$6.0 million at quarter end, up from \$5.1 million at the end of the previous quarter (see TCV defined below).

[The Role of Artificial Intelligence in Modern Document Management Systems](#)

- Reported on Fagen Wasanni
- integration of AI into these systems has revolutionized the way businesses handle their documents, leading to increased efficiency and productivity
- AI can automatically classify and sort documents based on their content, making it easier for users to locate specific documents

[Fujifilm to offer optional endpoint security](#)

Announced new solution named "MPS Guardia", to protect its MFPs, printers from cyber attacks

- Also offers protects data stored on MFP hard drive
- Granted ISO 2700 and 9001 certification
- Web portal allows customer to view, managed and control security settings
- Three different levels of features; Lite, Essentials and Enterprise Plus versions



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Less productive working from home?

- Research published by MIT and UCLA
 - Workers were 18% less productive when working from home as compared to when they worked in office
 - Part of project used cameras built into worker's laptop computers and took low resolution photos every 15 minutes
- Microsoft also announced that research showed that working from home resulted in 25% reduction in time spent collaborating across groups

Cyber Security Managed Services Market Size to Surpass USD

- global [cyber security managed services market size](#) was valued at USD 14.48 billion in 2022
 - projected to grow from USD 15.78 billion in 2023
 - to USD 32.68 billion by 2030
 - CAGR of 11% during the forecast period
- reported on globe newswire

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It's a tribute to our faithful customers. We want to celebrate with you as ARLINGTON remembers 50 years as Your Best Source in distribution.

Celebrating 50 Years With You in 2022

1972 **50th** ANNIVERSARY 2022

We will kick off the celebration this month by drawing the name of a reseller for a FREE \$500 Visa Gift Card. Enter for a chance to win at [arll.com/50](#)

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