

November 12th, 2023

IT, MSP & MSSP Industry Notes

Sponsored by



[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.

[What's the difference with Exposure Management vs. Vulnerability Management](#)

- Vulnerability Management:
 - Focus
 - Process
 - Tools
 - Goal
- Exposure Management:
 - Focus
 - Process
 - Tools
 - Goal
- Exposure management and vulnerability management are related concepts in the field of cybersecurity, but they address different aspects of security risk.

[Claro Enterprise Solutions is Revolutionizing Business Connectivity and Security ... - PR Newswire](#)

- announces the launch of [Secure Managed LAN](#), powered by Fortinet's [Wired and Wireless LAN portfolio](#)
- **Secure Managed LAN** is a comprehensive, scalable, and intuitive cloud-managed solution with integrated hardware, software, and cloud services, all managed through a centralized, web-based platform
 - Wi-Fi LAN
 - SD-WAN
- Fortinet Security Fabric covers the following key areas under a single MSP
 - Secure Connectivity
 - Dynamic Cloud Security
 - AI-Driven Security Operations

Cybersecurity Notes

- A Russian hacking group announced access to email addresses of 632,000 federal employees at Department of Defense and Department of Justice.
- John Costanza Jr., a former DEA agent, indicted for providing top-secret information to a criminal target in Venezuela for a payment of \$73,000.
- Doctor's Management Services of Massachusetts agreed to pay \$100,000 to settle allegations of negligence after a cyber attack exposed PHI of 206,695 patients.
- Reeds Spring School District of Missouri notified an unknown number of students about info exposure after a FERPA cyber attack.
- Allen Park Public School District of Michigan informed an unknown number of students about info exposure following a FERPA cyber attack.
- Clark County School District of Nevada informed an unknown number of students about info exposure due to a FERPA cyber attack.
- Echo Health, a payment processing subcontractor for PNC Bank and Humana Insurance, notified 2,844 patients about PHI exposure after a cyber attack.
- Hospital Sisters Health System of Illinois and Prevea Health of Wisconsin informed an unknown number of patients about PHI exposure following a cyber attack.
- Dallas County, Texas, informed an unknown number of residents about potential info exposure after a cyber attack.
- Ventura Orthopaedics of California informed 1,850 patients about PHI exposure after a Conti ransomware attack.
- Deer Oaks Behavioral Health of San Antonio, TX, notified 171,871 patients about PHI exposure after a ransomware attack.
- Dakota Eye Institute of Bismarck, North Dakota, notified 107,143 patients about PHI exposure after a cyber attack.
- Western Washington Medical Group of Washington informed 350,863 patients about PHI exposure after a cyber attack.
- Atlas Healthcare of Connecticut informed 10,831 patients about PHI exposure after a cyber attack.
- Fredericksburg Foot and Ankle Center of Virginia informed 15,000 patients about PHI exposure after a cyber attack.
- Stanford University of Northern California informed an unknown number of students about potential info exposure in a FERPA breach caused by a cybersecurity incident.
- Peerstar Mental Health of Altoona, PA, informed 11,438 patients about PHI exposure after a cyber attack.
- La Red Health Center of Georgetown, DE, informed 501 patients about PHI exposure after a cyber attack.

Logicalis US Named Cisco Americas Managed Services Partner of the Year

- named Americas Managed Services Partner of the Year at Cisco Partner Summit 2023
- Cisco Partner Awards recognize top-performing partners demonstrating service excellence and innovation in delivering solutions that help our customers succeed
- "The theme at Partner Summit 2023 is 'Greater Together' and winners of the Geo Awards are fantastic examples of how we partner to achieve shared success in various regions of the world," said Rhonda Henley, Vice President, Americas Partner Organization at Cisco.

Lexmark Earns Top 10 2024 Military Friendly® Employer Designation

- announced that it has been recognized as a Top 10 [2024 Military Friendly® Employer](#) for the ninth consecutive year
- Companies were evaluated using public data sources and responses from a comprehensive survey completed by the employers
 - More than 1,200 companies participated in the 2024 Military Friendly survey
 - Military Friendly is the standard that measures an organization's commitment, effort and success in creating sustainable and meaningful benefits for the military community. [VIQ TORY](#), a service-disabled, veteran-owned business that connects the military community to civilian employment, educational and entrepreneurial opportunities produced the annual list

CloudScale365 Expands Leadership Team, Naming Paul Glazewski as Director of MSP Operations

- announced at IT Nation Connect that the company has hired Paul Glazewski as Director of MSP Operations
- CloudScale365, is a provider of state-of-the-art managed IT services

[Thrive Doubles Down on its South Florida Investment with the Acquisition of 4IT](#)

- acquires 4IT, a South Florida-based Managed Service Provider
- Confirms Thrive's commitment to the Florida market, marking its second acquisition in Miami in 2 years and fourth in Florida
- Aims to empower organizations in Miami and Fort Lauderdale with comprehensive IT support, cybersecurity, and cloud solutions
- 4IT marks 20th acquisition since 2016, solidifying status as a top-tier managed services technology provider globally
- Thrive is a provider of NextGen managed services, specializing in application enablement and optimization through the Thrive5 Methodology

[The Power of the Managed Service Provider: New Report from Kaseya Explores the ...](#)

- Released Datto Global State of the MSP: Trends and Forecasts for 2024 Report
- Surveyed 1,575 MSPs globally for insights into market challenges and trends
 - North America (68% with revenue increase) and Europe (64% with year-over-year revenue growth)
 - Competition a significant challenge (35% of MSPs)
 - MSPs leveraging competition for innovation
 - 91% prioritize customer experience
 - Embrace vendor consolidation (74% prefer fewer vendors).
 - Anticipated service expansion:
 - collaboration software (27%)
 - business intelligence or analytics software (22%)
 - incident response and forensics (22%).

[CrowdStrike Named Worldwide Leader for Risk-Based Vulnerability Management](#)

- Falcon Exposure Management:
 - Cuts intrusion risk with AI-native Falcon platform integration
 - Streamlines vulnerability management for proactive defense
- Challenges Addressed:
 - Rapid adversary attacks demand a proactive security shift
- Falcon Platform Expansion:
 - New offerings: Falcon Exposure Management and Falcon for IT
 - Boosts visibility, consolidates IT and security tools
- IDC MarketScape Insights:
 - Falcon Spotlight integration for EDR users
 - Falcon Exposure Management handles third-party scan data
- Falcon for IT:
 - Bridges security and IT with efficient workflows
 - Utilizes Falcon agents for system monitoring and remediation

[iQor Revolutionizes IT Prioritization With AI-Focused Review Process](#)

- iQor unveils strategic AI project vetting for enhanced customer service and performance optimization
- Highlights:
 - Executive Committee empowers tech teams for agile, high-priority project delivery.
 - Dedicated Validation Board assesses feasibility and impact, aligning with iQor's objectives.
 -
 - iQor's commitment to AI underscores industry leadership in driving efficiency and innovation.

[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 data



REMARKET • RECYCLE • RELOCATE
ThinkARCOA.com

[ReachOut Technology Acquires RedGear, LLC, Bolstering Its Service Offerings](#)

- acquires RedGear, adding \$4 million revenue and specialized education/government services
- Strengthens commitment in IT security, especially in Education and DoD compliance
- Reinforces dedication to cybersecurity excellence in DoD compliance and education
- CEO Rick Jordan emphasizes the strategic value of adding Structured Cabling and Secure Access Control

[IT Solutions Consulting Acquires Spade Technology to Expand Into New England](#)

- Reported on Chanel E2E
- IT Solutions Consulting, LLC acquires Spade Technology to expand its presence in New England
- No financial details were disclosed
- IT Solutions Consulting: Founded in 1994, Philadelphia-based, 423 employees, expertise in managed IT services, cybersecurity, cloud solutions
- Spade Technology: Founded in 2001, Maine-based, 30 employees, specializes in managed IT services for small to medium-sized businesses in New England
- This marks IT Solutions Consulting's eighth acquisition and the third in 2023

[Papercut launches version 23.0](#)

New PaperCut MF 23.0 print management solution now available

- Enhanced architecture security
- Urgent message banner
- Admin re-authentication
- Password hashing
- Data encryption
- Support for multi-factor authentication
- No personal ID info captured in any log files
- Print Deploy compatible with Citrix, VMware Horizon, Azure Virtual Desktop and Microsoft Remote Desktop Server
- Multi-tiered pricing models
- Unlimited zone tier now available for large enterprises

[Square 9 Softworks Wins Triple Crown from TrustRadius: Best Relationship, Best Feature Set, and Best Value for Price](#)

- received an industry-high 9.7 out of 10 on TrustRadius based on user reviews
- swept TrustRadius Awards for Best Relationship, Best Feature Set, and Best Value for Price
- awards underscore Square 9's commitment to customer success and unparalleled user experience
- Sole winner in the Document Management category, Square 9 excels in all three award categories.

[Acronis Helps Managed Service Providers Grow by Introducing MSP Academy](#)

- introduces MSP Academy, a tailored initiative equipping Managed Service Providers (MSPs) with essential skills
- covers starting, running, and marketing successful MSP businesses, addressing key challenges
- plans hybrid boot camps, immersive learning experiences, and diverse training options
- alumni saw a 60% boost in Acronis product sales and a 40% drop in support incidents in 2022

It's More Than Just a Number

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.

ARLINGTON
Your Best Source

Celebrating 50 Years With You in 2022

1972 **50** 2022
ANNIVERSARY

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 aril.com/50

Learn more
Visit aril.com
800-887-3040

