

December 3rd, 2023

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.

[Seacoast Capital Announces Investment in Focus Technology Solutions, Fund V Closing](#)

- Seacoast Capital supports Focus Technology Solutions with equity and debt, enabling a management buyout and future growth
- Chris Caprio, former CFO, becomes CEO as Doug Alexander transitions to the Board
- investment from Seacoast Capital Partners V, L.P., a \$280M fund focused on fostering growth
- Boston-based IT firm providing hardware, software, managed services, and cybersecurity solutions
- Caprio acknowledges Seacoast's backing; Alexander expresses confidence in Focus and Seacoast partnership
- Financial terms undisclosed

[TPx Updates Security Advisory Services Portfolio to Support Amended FTC Safeguards Rule](#)

- Tailored compliance assessments for revised FTC Safeguards Rule
 - Customized cybersecurity training addressing compliance needs
 - Improved incident response for rapid breach resolution
- Comprehensive assessments for regulatory adherence.
 - Custom training empowering employees with compliance knowledge
 - Swift incident response to mitigate risks and maintain compliance
- Enhanced services immediately available to TPx clients
- TPx offers managed services, including cybersecurity solutions and unified communications

[Dytech Group Brings Microsoft Cloud Managed Services and IT Support to Winter Park ...](#)

- Expert integration into Microsoft Cloud for enhanced productivity
- Tailored support for Winter Park businesses' unique needs
- Implementation of cutting-edge security protocols
- Dytech is a technology solutions provider specializing in cloud services, cybersecurity, and IT support

Cybersecurity Notes

- Idaho National Laboratory notified “hundreds of thousands” of current and former employees that their info was exposed after ransomware attack
- Autozone, a car parts retailer, notified 185,000 customers of 7,000 stores that their info was exposed after cyber attack
- WellTok, maker of patient engagement solutions, based in Denver, CO, notified 3.5 million patients that their PHI may have been exposed after cyber attack
- CareTree, maker of patient advocate solutions, based in Chicago, IL, notified 1,097 patients that their PHI may have been exposed after cyber attack
- Yakima Valley Radiology of Washington notified an unknown number of patients that their PHI was exposed after ransomware attack
- St. Joseph’s Medical Center of Yonkers, NY paid a \$80,000 HIPAA fine to settle claims of negligence after it illegally shared PHI of COVID-19 patients with a local reporter
- The City of Long Beach, CA notified an unknown number of citizens that their info may have been exposed after cyber attack
- Systems East, Inc. of New York, provider of online payment processing services, notified an unknown number of customers that their info may have been exposed after cyber attack
- Vanderbilt University Medical Center of Nashville, TN notified an unknown number of patients that their PHI was exposed after ransomware attack
- Crystal Lake Health Centers of Michigan notified an unknown number of patients that their PHI was exposed after ransomware attack
- Southwest Behavioral Health Center of Saint George, Utah notified an unknown number of patients that their PHI was exposed after ransomware attack
- Longhorn Imaging Centers, aka South Austin Health Imaging of Texas notified an unknown number of patients that their PHI was exposed after ransomware attack
- Woodfords Family Services of Maine notified an unknown number of patients that their PHI was exposed after ransomware attack
- WellLife Network Inc. of New York notified an unknown number of patients that their PHI was exposed after ransomware attack
- UT (University of Texas) Health East notified an unknown number of patients that their PHI was exposed after ransomware attack
- Daviess Community Hospital of Washington, Indiana notified an unknown number of patients that their PHI was exposed after ransomware attack
- Wyoming County Community Health System of Warsaw, NY notified an unknown number of patients that their PHI was exposed after ransomware attack
- Medical University of South Carolina notified 1,758 patients that their PHI was exposed after ransomware attack
- Fenway Health of Massachusetts notified an unknown number of patients that their PHI may have been exposed when it was mailed to wrong patients
- Southland Integrated Services of Garden Grove, CA notified an unknown number of patients that their PHI was exposed after ransomware attack
- Warren General Hospital of Warren, PA notified an unknown number of patients that their PHI was exposed after ransomware attack

Quocirca study of print servers

Claims that 48% of organizations are increasing the number of print servers on their network

- 32% of IT stated that print server costs are a top print management challenge

Voters turning to fax to reach politicians

Washington Post newspaper is reporting that Americans are starting again to use fax to communicate with elected officials

- Are frustrated that they can not get through on the phone
- Fax generates a “physical piece of paper they can not ignore”, stated one voter

How to Avoid Being a Victim of a Black Friday or Cyber Monday Scam

- Check reviews and URLs before entering credit card details.
- Watch out for unexpected pop-up windows during payments.

- Be mindful of the amount of personal data requested.
- Refrain from shopping on open hotspots to prevent potential hacking
- Employ a Virtual Private Network for secure connections on public Wi-Fi

[AI-Powered E-commerce Strategies for Festive Season Success](#)

- E-commerce Challenges During Festive Seasons
 - Staff shortages
 - Supply chain disruptions
 - Shifting customer behaviors
- AI's Crucial Role in E-commerce
 - Automation for efficiency
 - Data-driven insights for higher sales
- AI Strategies in E-commerce
 - **Customer Support Bots**
 - E.g., H&M's Kik bot for fashion advice
 - **Personalized Recommendations**
 - Using AI to suggest tailored products (e.g., Stitch Fix)
 - **Content Creation and Advertising**
 - AI tools for efficient campaign creation (e.g., Plumly for Shopify)

[Gartner Says Cloud Will Become a Business Necessity by 2028](#)

- Gartner forecasts cloud computing as an essential business requirement by 2028
- Emphasizes the transformative role of cloud technology across industries
- Predicts that the cloud will evolve from an option to a necessity for businesses globally
- Identifies factors like agility, scalability, and innovation as key drivers for this shift
- Anticipates a radical transformation in business operations due to cloud integration
- Highlights the need for organizations to prepare and strategize for this imminent shift
- Foresees increased reliance on cloud-based infrastructure for core business functions
- Points out the potential challenges in security and data governance as the cloud becomes ubiquitous
- Recommends businesses proactively adapt their infrastructure and policies for seamless cloud adoption

[Sharp Synappx™ Cloud Print Management Solution - YouTube](#)

- YouTube video link <https://www.p4photel.com/topic/sharp-synappx-cloud-print-management-solution-youtube>

[Quocirca survey results published](#)

- 78% say printing is important to their business
 - 64% say printing will still be important in 2025
 - 84% say investing in IT security is top priority
- 66% = cloud computing
- 53% = mobility

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

- IT Asset Disposition (ITAD): Manages the secure disposition of end-of-life IT equipment
- Data Destruction: Ensures sensitive data is completely erased from devices before disposal
- Asset Remarketing: Resells refurbished IT assets to maximize value recovery
- Recycling Services: Provides environmentally responsible recycling of electronics
- Compliance & Reporting: Offers documentation and reporting to meet regulatory standards
- Secure Logistics: Handles the safe transport of IT assets throughout the disposal process



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[TWIN Working Group Announces TWIN Direct Cloud Scanning with Searer Business Technology](#)

- TWIN Working Group (TWG), a not-for-profit organization providing and fostering a universal public standard for image acquisition devices
- announced today that Searer Business Technology (SBT) has deployed their SBT Executive Series accounting/ERP application, with their scanning component now powered by TWIN Direct
- TWIN Direct is a free, open-source standard that eliminates the need for users to install vendor-specific device drivers to communicate between TWIN Direct enabled scanning devices and image-capture applications

[IBM Collaborates with AWS to Launch a New Cloud Database Offering, Enabling Customers ...](#)

- **AI-Workload Management:** Amazon RDS for Db2 simplifies AI workload management across hybrid cloud environments.
- **Scalability and Efficiency:** Provides scalable, cost-effective, high-performance data management for modern cloud-native architectures.
- **Automation of Tasks:** Streamlines time-consuming database administrative tasks like provisioning, backups, and monitoring.
- **Operational Expertise:** Combines Amazon RDS's operational proficiency with IBM Db2's experience in critical workloads.
- **Integration with IBM's Capabilities:** Enables leveraging IBM's integrated data and AI capabilities on AWS for efficient data management and scaling AI workloads.

[CGI joins Microsoft Intelligent Security Association \(MISA\)](#)

- Collaboration with MISA amplifies CGI's security solutions for clients
- Raymond Daoud stresses CGI's commitment to robust security in digital transformations
- MISA: Network of integrated security solutions aiding against evolving cyber threats
- CGI's cybersecurity expertise spans defense, intelligence, and complex environments
- CGI: Global IT consultancy offering diverse services for digital transformation

[Konica Minolta Delivers Layered Security Approach and Solutions for MFP Clients](#)

- **Tailored Security Solutions:**
 - Offers customizable security layers based on office size and work styl
 - Stresses additional security for sensitive sectors like healthcare, finance, etc.
- **Print Device Security Measures:**
 - Automated tools like encryption, data deletion, and real-time alerts for multifunction printers (MFPs)
 - bizhub SECURE Services provide enhanced password protection and encryption
- **Advanced Security Offerings:**
 - BitDefender-powered antivirus for real-time malware scanning.
 - Shield Guard and Dispatcher solutions for comprehensive monitoring and secure workflow management.
- **Continuous Innovation and Support:**
 - Commitment to ongoing updates and new measures to stay ahead of cyber threats
 - Immediate availability of various security levels and educational resources

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.

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 arll.com/50

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