

October 15th, 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.

[Spinnaker Support Unveils Services Update to Further Enhance Third-Party Software Support and Managed Services Offering for Enterprises](#)

- announced a significant update to its services portfolio
- *Spinnaker Shield, Spinnaker Intelligence, Spinnaker Link*
- Spinnaker Support provide an extensive services portfolio of third-party support, managed services, consulting, and state-of-the-art security to optimize clients' software ecosystems

[CGI expands its presence in Miami with acquisition of Momentum Consulting Corp.](#)

- announced the acquisition of Momentum Consulting Corp., a Miami-based IT and business consulting firm specializing in digital transformation, data analytics and managed services
- strengthens CGI's position in the key U.S. growth market of Miami
- Momentum Consulting Corp., a Florida-approved vendor and minority-owned business founded in 2002, brings more than 175 highly skilled consultants to CGI

[Mythics Wins 2023 Oracle North America Cloud Technology Partner Award](#)

- won the 2023 Oracle North America Cloud Technology Partner Award
- annual Oracle Partner Awards celebrate partners that have shown exceptional innovation, entrepreneurial success, and dedication to customer
- won this award for the business impact of its Cloud Migration Platform

Cybersecurity Notes

- The federal government published new HIPAA fine regulations:
 - Minimum fine is now \$187 per instance
 - Maximum fine is now \$2,067,813 for penalty year cap
- The FBI sent out a published warning to the healthcare industry in the USA about new ransomware attacks that can lead to destruction of all PHI for victims
- Cascade Family Dental Clinics of Washington notified an over 2,500 number of patients that their PHI was exposed after hackers stole 130GB of data from network
- Garn Mason Orthodontics of Arizona notified an unknown number of patients that their PHI was exposed after ransomware attack
- GI Medical Services of New York notified an unknown number of patients that their PHI was exposed after ransomware attack.
- Community First Medical Center of Chicago, IL notified 216,047 patients that their PHI was exposed after ransomware attack.
- MNGI Digestive Health of Minnesota notified an unknown number of patients that their PHI was exposed after ransomware attack
- Pain Care Specialists of Oregon notified an unknown number of patients that their PHI was exposed after ransomware attack.
- Eastern Connecticut Health Network notified an unknown number of patients that their PHI was exposed after ransomware attack
- Mount Graham Regional Medical Center of Safford, Arizona, notified unknown number of patients that their PHI was exposed after ransomware attack
- McLaren Health of Michigan notified 2.5 million patients that their PHI was exposed after ALPHV/BlackCat ransomware attack.
- Brooklyn Premier Orthopedics of New York notified an unknown number of patients that their PHI was exposed after 126GB of data was stolen by ransomware gang
- Fauquier County Public School District of Virginia notified an unknown number of students that their info may have been exposed after ransomware attack
- Hinds County government in Jackson, Mississippi admitted it paid hackers a \$300,000 ransom to gain control of its network, where ransomware exposed the info on an unknown number of citizens
- Rock County government of Wisconsin notified an unknown number of citizens that their info was exposed after ransomware attack
- Cleveland Clinic Mercy Hospital of Ohio stated that it had a “internal hardware failure” which caused a network disruption this past week
- LA Care of California agreed to pay \$1.3 million to settle allegations of negligence after a breach that exposed PHI of 2.7 million patients
- Blackbaud agreed to pay \$49.5 million to settle HIPAA lawsuit that impact patients in all 50 states after a huge data breach
- 23andMe may be forced to notify a large number of its DNA testing customers after a ransomware attack
- Facebook had its own account hacked and fake headlines were posted
- MGM Resorts and Casinos in Las Vegas claim that unlike Caesars, they did NOT pay ransom to the hackers. However, getting system back up and running cost \$110 million
- St. Peter’s Health of Montana notified an unknown number of patients that their PHI may have been exposed by a former consultant
- CarePointe ENT of Indiana was sued by the state alleging negligence after a breach exposed the PHI of 45,000 patients

ecoprintQ to now also offer Print Tracker Pro

ecoprintQ is best known as one of two distributors of Papercut solutions

- now also offering Print Tracker Pro to its dealers
- cloud-based solution gathers printer/MFP device description and:
 - IP address
 - Serial number
 - Device location
 - Page count
 - Toner levels
 - Service alerts
- Claims it can also collect page counts from local USB connected devices



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[SutiSoft Introduces its eSignature Platform to Redefine the Enterprises' Contract Creation ...](#)

- announces their [eSignature platform](#)
- platform is configurable with greater flexibility, enabling everyone to create, sign, and store documents securely from a single interface
- three core components
 - Contract Lifecycle Management
 - eSignature Solution
 - Document Management Solution

[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

[Konica Minolta Named to MSSP Alert's 2023 List of Top 250 MSSPs](#)

- announced it ranks among the Top 250 MSSPs for 2023, according to MSSP Alert, a CyberRisk Alliance resource
- The 2023 Top 250 reported 2022 revenue about 47 million
- Honorees from 23 different countries
- 87% of MSSPs surveyed expect to be profitable for fiscal year 2023
- 67% have in-house SOCs, 23% are hybrid, 8% completely outsource their SOCs, and 1% are reevaluating their SOC strategies
- most frequent attacks targeting MSSP customers in 2023 include phishing (95%), vulnerability exploits (91%) and ransomware (86%)
- Larger MSSPs were more likely to run their SOC entirely in-house (85%)
- larger MSSPs (90%) provided 24/7 security event monitoring and response for threat detection use cases on their own

[Document Management System Market revenue to exceed USD 42.22 Billion by 2035, says ...](#)

- slated to expand at ~ 14.9% CAGR between 2023 and 2035
- poised to garner a revenue of USD 42.22 billion by the end of 2035, up from a revenue of ~USD 7.14 billion in the year 2022
- Around 92% of businesses are currently involved in initiatives and according to 88% of senior business leaders digitalization is a key priority

[O'Brien Communications Group Signs Rhodian Group](#)

- O'Brien Communications Group (OCG), a B2B brand-management and marketing-communication firm, signed Rhodian Group
- Rhodian is a provider of managed IT, support, cybersecurity, and compliance services
- as a client, effective October 1, 2023

[ClearDATA's CSPM Software, CyberHealth™ Platform, Now](#)

- announced that its healthcare-native cloud security posture management (CSPM) solution, the CyberHealth™ Platform, will be available this quarter as a Software as a Service (SaaS)
- ClearDATA is the only provider of cloud security and compliance software and services purpose-built for healthcare, enabled by the powerful CyberHealth™ Platform

[Zyston Announces Blue Lava Acquisition](#)

- announce its acquisition of [Blue Lava](#), a Security Program Management SaaS solution designed collaboratively with the CISO community
- acquisition of Blue Lava marks a strategic move to further enhance its Cybersecurity Performance Management (CPM) offering by integrating Blue Lava's capabilities into Zyston's industry leading [CyberCAST security program maturity software](#)



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Printers/MFPs may be unprotected endpoints

- report published by Forrester Consulting
- 72% of companies have hybrid working model
- 75% say shift to remote work has magnified IT security issues
- 60% have issues with managing security on remote endpoints
- 55% struggle managing firmware on remote devices
- 42% schedule firmware updates annually
- 50% say they have inadequate solution to manage security on remote devices
- 54% admit that encrypting hard drives is insufficient

The banner is split into two main sections. The left section has a yellow background and features a white cake with two lit candles shaped like the number '50'. To the right of the cake, the text reads: 'It's More Than Just a Number' and '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.' The right section has a dark blue background and features a large '50' with 'ARLINGTON' written across it and 'ANNIVERSARY' below. It includes the years '1972' and '2022'. Text in this section says: 'Celebrating 50 Years With You in 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 aril.com/50', and 'Learn more Visit aril.com 800-887-3040'. The ARLINGTON logo 'Your Best Source' is at the bottom left of this section.

