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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.

How IT Managed Services Can Boost Your Company's Productivity

- Enhance Security and Compliance:
  - Stringent security procedures and adherence to industry regulations ensure data protection
  - Regular maintenance inspections prevent vulnerabilities and enhance client confidence and loyalty
- Booting Competency and Efficiency:
  - Automation of repetitive tasks streamlines business operations
  - Access to seasoned experts through managed services enables swift and effective innovation implementation
  - Proactive solutions minimize interruptions, keeping your business ahead of the competition
- Availability of Up-to-Date Technology:
  - Access to cutting-edge technologies gives a competitive advantage
  - Customizable solutions meet specific business needs, accelerating the digital transformation process

Another Stellar Year for TeamLogic IT -- Managed IT Services Franchise Receives Numerous ...

- Ended 2023 with 17% increase in annual networkwide revenues
- Outperformed the managed services provider industry average growth of 12.5%
- Recognized, #1 IT Services franchise in Entrepreneur magazine's 2024 Franchise 500
- Ranked No. 7 on the Orange County Business Journal's list of "Fastest-Growing Large Private Companies" in Orange County, California, with 56% revenue growth over the past two years
- Secured No. 279 position on the 2023 Franchise Times Top 400 list, which ranks the largest U.S.-based franchise systems by global systemwide sales
- Credits strong network of TeamLogic IT franchisees for the company's recognition as a leader in the managed services provider (MSP) industry
- TeamLogic IT as a national provider of advanced technology solutions catering to companies of all sizes

Rhodian Group Partners with Renaissance Alliance

- partnership aims to offer cybersecurity, managed IT, and compliance services to agencies in the insurance, banking, healthcare, private equity, and other industries
- Rhodian will offer managed IT services to Renaissance member agencies, including services with and without virtual desktop infrastructure (VDI)
- Cybersecurity tools and services, as well as assistance with cyber policy, will be provided
- Rhodian's cybersecurity services include vulnerability scanning, risk assessments, and incident response

Flexential Named Managed Service Provider of the Year, North America in Wasabi Partner ...

- Recognizes large year-over-year revenue growth, services capabilities, and overall partnership with Wasabi
- **Flexential's Position:**
    - Leading provider of secure and scalable data center solutions
    - FlexAnywhere platform offers colocation, cloud, interconnection, data protection, and professional services, tailored to diverse customer needs
- Flexential customers use Wasabi storage for secure off-site backup, long-term archiving (including compliance retention), and reliable back-end storage

AITech Interview with Elad Inbar, Founder and CEO at RobotLAB

- How has the perception and utility of robots changed over the years?
    - Elad Inbar's lifelong love for robots has shaped his career and entrepreneurial ventures
    - Regular visits to Taiwan's electronics markets reflect Elad's ongoing interest in sensor, motor, and controller board developments
    - rise of "connected toys" post-iPhone (2007) sparked Elad's interest, opening up possibilities for smartphone-enabled robotics
    - Necessity-driven robot building underscores Elad's hands-on and problem-solving approach to fill gaps in product availability

From Man to Machine: Robots Reimagine the Executive Playbook

- Clear Communication:
    - Use concise and effective language
    - Ensure your message is easily understandable
- Time Management:
    - Prioritize tasks based on importance and deadlines
    - Set realistic goals and deadlines.
- Critical Thinking:
    - Analyze situations and information objectively
    - Make informed decisions based on evidence

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 proces

Americas Demand for IT, Business Services Slows in Q4, Amid Economic Concerns, ISG Index™ Finds

- Demand for IT and business services in the Americas decreased in the fourth quarter.
- Economic and geopolitical concerns contributed to a 5% YoY decline in the Americas ISG Index™, reaching $11.8 billion in Q4.
- Managed services ACV in Q4 was $5.2 billion, up 5% YoY but down 13% sequentially

- Managed Services
  - Contract restructurings were a significant driver, with ACV reaching $2.5 billion, the highest quarterly level ever
  - ITO ACV rose 23%, driven by strong demand for applications and data center services, while BPO ACV fell 31%
  - A total of 348 contracts were awarded in Q4, driven by contract restructurings
- Xaas
  - ACV for XaaS was down 12% in Q4, totaling $6.5 billion
  - IaaS ACV was down 18% YoY, reaching $4.0 billion, while SaaS saw a 1% increase to $2.5 billion
  - XaaS represents 55% of combined market ACV, down from 61% a year ago

Ricoh on 'lack of technology adoption'

- reported on print monthly.co.uk
- Chancellor Jeremy Hunt emphasizes the need for combining the UK's startup culture with the productivity of Germany and the US to enhance overall performance
- 15% productivity gap with Germany, attributing it to Germany's higher investment in plant and machinery per worker
- findings reveal that 85% of UK businesses were not utilizing AI in December 2023, and 83% had no immediate plans to adopt AI in the near future
- Despite hosting the AI Safety Summit in November 2023 to position the UK as an AI innovation leader, the adoption gap raises doubts about the pace of integration
- Ricoh Europe research shows a misalignment between employee expectations of workplace technology and the actual technological provisions by employer
- In the printing industry, 77% express the desire to automate for efficiency, but 52% still operate on legacy or manual systems, highlighting a significant automation gap.

Sherweb offers Managed Service Providers enhanced cybersecurity powered by AI with SentinelOne®

- introduces SentinelOne, a global AI security leader, in its marketplace
- Sets new cybersecurity standard using AI
- Autonomous platform ensures enterprise-wide threat protection
- Simplifies threat monitoring and management for MSPs
- SentinelOne's solutions now accessible through Sherweb's marketplace
- Partnership aims to drive meaningful growth for MSPs

Box Acquires Crooze to Transform Enterprise Content Management with AI and Metadata-Powered Applications

- acquired Crooze, a no-code enterprise content management applications provider on the Box Platform
- will integrate Crooze's team and technology, including its no-code app builder and metadata capabilities, to enhance business-critical processes such as contract lifecycle management and digital asset management
- acquisition aims to modernize enterprise content management (ECM) and leverage AI for improved content management in the cloud
- Crooze provides a no-code builder, extensive metadata tools, customized dashboards, forms, document generation capabilities, and integration with Box Relay for automated content workflows
- According to IDC, the worldwide content services applications market, including ECM, is expected to grow from $15.1 billion in 2022 to $23.8 billion in 2027 at a CAGR of 9.6%