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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.

MAGNA5 RECEIVES TRIPLE RECOGNITION IN THE 2024 TOP WORKPLACES AWARDS FOR OUTSTANDING CULTURE, INNOVATION, AND LEADERSHIP

- Wins three 2024 Top Workplaces awards: Top Workplaces USA, Culture Excellence for Innovation, and Culture Excellence for Leadership.
- Recognized for fostering an innovative, leadership-driven, and employee-centric culture.
- Top Workplaces program surveys over 20 million employees across 60 markets.
- Winners chosen based solely on employee feedback by Energage.
- CEO highlights empowering and respectful work culture.
- Importance of Top Workplaces awards being authentically from employees emphasized by Energage CEO.
- Provides a range of IT services nationally.
- Energage helps organizations turn employee feedback into credible recognition.

Stellar Cyber Partners with Acronis to Enable Managed Service Providers to Bolster Cybersecurity Capabilities

- Stellar Cyber partners with Acronis for enhanced MSP threat detection.
- Protect Cloud combines backup, security, and endpoint management for MSPs.
- Seamless integration streamlines threat detection and response.
- Benefits include improved visibility, productivity, and low false-positive rates.
- Effortless integration process with Acronis guidance.
- Empowers lean security teams for successful risk reduction.
- Acronis offers comprehensive cyber protection for MSPs and businesses.

Riding a Wave of Momentum, SonicWall Debuts New Cybersecurity Management Platform ...

- Extends cybersecurity portfolio for MSPs and MSSPs, showcased at RSA Conference 2024.
- CEO Bob VanKirk emphasizes commitment to partners and customers.
- Increased partner growth and new initiatives drive business momentum.
- Introduction of SonicPlatform for unified management of SonicWall products.
  - Offers efficient management, automation, and enhanced security.
  - Leaders available for demos and discussions at RSA Conference booth.
- SonicWall provides cybersecurity solutions worldwide, specializing in real-time protection.

Ricoh introduces industry-first Sustainability Services Dashboard to drive carbon emission reduction

- Ricoh USA, Inc. launches a Sustainability Services Dashboard for customers to manage emissions data.
- Dashboard addresses the challenge of reducing emissions from vendors and suppliers.
- Incorporates Watershed's emissions measurement technology for comprehensive Scope 3 emissions tracking.
- Benefits include regulatory compliance, actionable recommendations, and intuitive data visualization.
- Ricoh has a longstanding commitment to environmental sustainability, recognized by industry accolades.

Digital Transformation's Next Era: Generative AI and Laserfiche 12 at 2024 Empower Conference

- Laserfiche hosts 2024 Empower conference in Las Vegas, focusing on AI-driven digital transformation.
- New AI features, including Document Summarization, aim to accelerate information flow.
- Introduces 12 powerful features for administrators, enhancing usability and governance.
- Cloud Migration Readiness Assessment Tool streamlines migration planning for self-hosted customers.
- Keynote speaker Michael Keithley discusses transformative impact of generative AI.
- Celebrates 2024 Run Smarter Award winners and offers over 100 sessions at Empower 2024.

Konica Minolta Introduces Enhanced User Interface for FileAssist: A Cloud-based File Storage and Collaboration Solution

- Upgrades FileAssist's user interface, its cloud-based file storage and collaboration platform.
- FileAssist offers unified, scalable solutions for creating, sharing, organizing, and securely storing information.
- Revamped interface enhances collaboration, reduces content sprawl, and improves data access control.
- Key features include FileShare Links, FileReceive Links, GroupShare, and a Viewer for quick previews.
- Seamless integration with Konica Minolta's cloud solutions facilitates faster workflows and easy data access.
- FileAssist prioritizes data security with stringent measures to safeguard customer data.

Cybersecurity Notes

- A hacking gang claims it nabbed data on several other payers in the cyberattack on UnitedHealth Group's Change Healthcare
  - A cybercriminal group called "notchy" said it stole 4 terabytes of data
  - including information on "tens of insurance companies and others," including CVS Caremark and Medicare
    - "notchy" claimed it was cut out of the $22 million ransom payment UnitedHealth reportedly made to affiliate BlackCat/ALPHV, but that it still has the data.
    - also said it has data on Medicare, Tricare, Loomis, Davis Vision, Health Net, MetLife and Teachers Health Trust
- CardioNet, headquartered in Pennsylvania, agreed to pay $2.5 million HIPAA fine after a breach exposed the PHI of 2,219 patients
- Federal Health Sector Cybersecurity Coordination Center published list of top hacking groups attacking the US healthcare vertical with ransomware:
  - LockBit 3.0
  - ALPHV aka BlackCat
  - BianLian
  - Akira Ransomware

- o BlackSuit
- o Hunters International
- o Medusa
- o NoEscape
- o INC RANSOM
- o Meow Ransomware
- o Highmark Health, headquartered in Pittsburg, PA, notified 5,256 patients that their PHI was exposed after a mailing error.
- Dr. Mary H. Maklouf Dentistry of Burlington, NC notified 1,797 patients that their PHI was exposed after ransomware attack.
- Roku has disclosed a massive data breach that has compromised more than 576,000 user accounts, marking the second security incident for the company in just a month.
- Zuckerberg San Francisco General Hospital of CA, notified an unknown number of patients that their PHI was exposed after a paper logbook was stolen.
- Group Health Cooperative of South Central Wisconsin notified 530,000 patients that their PHI may have been exposed after ransomware attack.
- Greylock McKinnon Associates, Inc., a consulting firm that provides litigation support, headquartered in Boston, Mass, suffered a data breach affecting 341,650 individuals
- Cattaraugus-Allegany Board of Cooperative Education Services in New York notified 15,204 students that their identities were exposed after cyber attack.
  - o Identity Theft Resource Center report on healthcare data breaches:
    - ▪ breaches up 53% from Q1, 2023
    - ▪ Data compromises have increased by 90% compared to Q1, 2023
    - ▪ Minimum of 24,474,351 patients who had their PHI exposed
    - ▪ 66% of breaches reported facilities have no idea of cause of network breach

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

PC market returns to growth

- research published by IDC
- After 2 years of decline, the worldwide traditional PC market returned to growth during the first quarter of 2024 (1Q24) with 59.8 million shipments
- growing 1.5% year-over-year
- Market share by brand:
  - o 23% = Lenovo
  - o 20.1% = HP Inc.
  - o 15.5% = Dell
  - o 8.1% = Apple

Kodak Alaris Adds Two New Scanner Series to its Mail-in Ballot Processing Solution

- Makes KODAK S3000 and KODAK S3000 Max Series Scanners compatible with its Mail-in Ballot Processing Solution.
- Introduced in July 2022 to automate ballot verification and signature checks, aiding election processes.
- Improves processing time, reduces human resource requirements, and ensures compliance with record retention mandates.
- Nassau County, Florida, experienced efficiency gains, according to Scott Miller, Director of Elections.
- Joseph Odore, Product Portfolio Marketing Manager, emphasizes the solution's speed and accuracy during election cycles.
- Captures and verifies ballot signatures, increasing processing efficiency by up to 95%.
- Compatible with KODAK S3000 and KODAK S3000 Max Series Scanners, enhancing productivity with embedded image processing.

Fujifilm to launch new A3 MFPs

announced the launch of its new Apeos series A3 office MFP series in Europe
- Key features include:
    - Print resolution of 1,200 x 2,400 dpi
    - IReCT digital image-adjustment technology that minimizes color mis-registration.
    - Versatile media handling capabilities
    - print speeds ranging from 20 to 70 ppm.
    - Unauthorized user protection, data protection, and protection against unauthorized access
    - Induction heat fusing technology
    - LED print head instead of laser
    - Super EA-Eco toner
    - Advanced scanning functions with searchable OCR
    - automatic orientation of scanned pages to upright position, correcting skewed pages, and removing blank pages.
    - https://www.fujifilm.com/uk/en...ters-European-market

Industry Leader CTS Technology Solutions Sets Standard for Email Authentication & Security Services

- introduces advanced email authentication and security solutions.
    - Features include inbound/outbound spam filters and protocols like SPF, DKIM, and DMARC.
    - CEO Joshua Futrell highlights the importance of email security in today's tech landscape.
    - Solutions are suitable for CMMC certification and can integrate with SOC and SIEM services.

Anatomy IT Launches Groundbreaking Cybersecurity Solution Suite in Wake of Industry Breach

- Introduces expanded cybersecurity suite for healthcare organizations.
- Aims to combat increasing IT system threats in the healthcare sector.
- Based on three decades of experience and feedback from over 1,000 clients.
- Aligns with NIST's cybersecurity functions: Identify, Protect, Detect, Respond, and Recover.
- Services include advisory, proactive monitoring, incident response, and cyber insurance support.
- Launches Risk Discovery Tool™ to assess cybersecurity needs and provide tailored solutions.
- Committed to excellence and innovation in helping healthcare organizations mitigate risks.

Kyndryl wins multi-year managed IT infrastructure contract with Honda Europe

- Honda Motor Europe Ltd. selects Kyndryl to manage centralized IT infrastructure and modernize mainframe estate.
- Kyndryl assists in migrating critical applications to upgraded z16 mainframe, featuring on-chip AI inferencing.
- Adoption of Kyndryl Bridge provides real-time insights and AIOps services to reduce incidents and lower costs in logistics operations.
- Collaboration aligns with Kyndryl's goal of driving agility and resiliency through innovative IT applications.
- Contract extends existing partnership, with other subsidiaries having previously signed agreements with Kyndryl.
- Kyndryl, formed in 2021 from IBM's managed services division, serves over 4,000 clients globally.
- Honda Motor Europe previously partnered with IBM and operates a hydrogen fuel cell-powered data center in the US.
- Honda also utilizes Amazon Web Services for its content delivery network, showcasing a diversified IT infrastructure approach