

May 5th, 2024

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.

[Dataprise Expands East Coast Footprint with Acquisition of North Carolina-Based Hooks Systems](#)

- Dataprise acquires Hooks Systems, expanding its East Coast presence into the Carolinas.
- Hooks Systems' clients gain access to Dataprise's premier IT and cybersecurity services.
- Established in 1995, Hooks Systems serves 165 clients in North Carolina and beyond.
- Dataprise offers cybersecurity, data protection, and cloud services.
- William Flannery, CEO of Dataprise, highlights Hooks Systems' reputation and commitment.
- Gerald Hooks, CEO of Hooks Systems, sees the acquisition as an opportunity for growth.
- Dataprise aims to deepen client relationships with expanded portfolio offerings.
- Christian Fulmino, SVP of M&A at Dataprise, emphasizes the strategic importance of the acquisition.
- Dataprise, founded in 1995, is a leading managed service and security partner.
- Dataprise delivers managed cybersecurity, disaster recovery, cloud, and end-user services.
- The company supports over 2,000 clients and employs 500+ professionals nationwide.

[Network Elites Continues To Grow With Latest Acquisition of Local MSP- 1CallService](#)

- Network Elites acquires 1CallService, a local Managed Services Provider in Dallas, Texas.
- Acquisition aims to expand capabilities and enhance service offerings.
- Combined strengths will address evolving market needs and accelerate growth.
- Integration promises more tailored and comprehensive IT solutions.
- 1CallService's team brings diversity and expertise for faster response times and improved service quality.
- Muhammad Anwar, COO of Network Elites, emphasizes a smooth transition process without disruption.
- Ayman Omar, CEO of Network Elites, sees the acquisition as a significant milestone for delivering greater value to clients.
- Founded in 2002 and headquartered in Carrollton, TX, Network Elites offers managed IT services, IT consulting, cybersecurity, and cloud services.



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[Inception Network Strategies Unveils Cost-Efficient Managed IT Services for Businesses](#)

- Introduces a new flat-rate, no-contract approach to managed IT services.
- Model aims to help businesses control IT expenditures while ensuring top-tier support and service flexibility.
- Addresses the need for scalable and predictable IT solutions among startups and established companies.
- Transparent Cost Structure: Flat-rate pricing with no hidden fees for better financial planning.
- Flexible Service Offerings: Various service levels including on-demand support and pay-as-you-go options.
- Scalability for Growth: Plans designed to accommodate changing business needs.
- Founded over 20 years ago, Inception Network Strategies focuses on customer-centric IT solutions for business success

[Seizing Opportunities in the Cognitive Revolution Through AI-Powered Branding](#)

- Generative AI, like ChatGPT, brings society closer to futuristic visions but raises questions about utopia or dystopia.
- Businesses must leverage AI's influence on public sentiment to shape their brand's reputation positively.
- AI's growing influence prompts a battle against misinformation, demanding transparent and strategic communication.
- Understanding Algorithms: Businesses need to grasp social media, search engine, and media algorithms to manage content distribution effectively.
- Developing Strong Strategic Communications Plans: Cultivating persuasive strategies adaptable to tech and public opinion shifts.
- Integrating crisis management protocols for proactive brand messaging.
- Cognitive Revolution: Using AI to cultivate positive public perception and maintain brand relevance.
- AI democratizes technology, empowering creativity and brand communication.
- Leveraging AI as a tool, not a replacement, in brand communication strategies.

[Changing Workplace Dynamics With Occupational Safety and Health Software Programs](#)

- In an era of rapid technological transformation, prioritizing workers' safety is crucial.
- AI enhances occupational safety and health (OHS) practices, creating secure work environments.
- Occupational health and safety software, developed by AI and data professionals, aids in elevating company safety.
- The EcoOnline Platform: Cloud-based solution for workplace safety, chemical safety, and compliance.
- Modules include SDS management, risk assessments, accident management, and training.
- Intenseye Software: AI-powered environmental health and safety (EHS) platform.
- Uses existing cameras to capture safety risks and provides real-time notifications and tailored mitigation strategies.
- Encourages EHS teams to focus on priority tasks and achieve time and resource savings.

[Konica Minolta Celebrates Customer FSEA Award Wins](#)

- Announces Print Panther Direct's Best of Show award for Best Use of Digital Embellishment by the Foil & Specialty Effects Association (FSEA).
- The project, Extreme Digital Guide 4, showcases Konica Minolta's industrial print production equipment capabilities.
- The competition evaluates print and packaging submissions utilizing various finishing techniques.
- Print Panther Direct's portfolio demonstrates extreme embellishment possibilities using Konica Minolta's digital press.
- Eleven other Konica Minolta customers received awards at the FSEA event, totaling 23 awards.
- Winners include Admore, Inc., Blue Ocean Press, Cereus Graphics, DMS Color, Elite Print Finishing, Gold Leaf Print & Packaging, NAPCO USA, PostPress Specialties, The Seidls's Bindery Inc., SunDance, and Team Concept Printing.
- Frank Mallozzi, President of Industrial Print and Production Print Business at Konica Minolta, congratulates the winners for their innovation.

[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
 - BlackSuit
 - Hunters International
 - Medusa
 - NoEscape
 - INC RANSOM
 - Meow Ransomware
 - Highmark Health, headquartered in Pittsburg, PA, notified 5,256 patients that their PHI was exposed after a mailing error.
- Dr. Mary H. Makloul 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.
 - 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

[NextGen Automation Acquires Corporate Business Solutions \(CBS\)](#)

- Announces the strategic acquisition of Corporate Business Solutions (CBS) in Edmonton.
- Acquisition strengthens NextGen Automation's market presence and commitment to delivering value to clients.
- NextGen Automation expands service capabilities, diversifies product offerings, and fosters collaboration and innovation.
- CBS brings Konica Minolta into NextGen Automation's technology partner circle, enabling personalized technology solutions.

- Partnership with CBS accelerates innovation and industry transformation.
- About CBS: Providing award-winning office equipment and software solutions since 2001.
- About NextGen Automation: A leader in digital print hardware and software industry for over 25 years, prioritizing seamless integration and innovation.

[Digital Transformation Trends For 2024](#)

- reported on sify.com
- Machine Learning and Artificial Intelligence: Incorporating AI into digital transformation initiatives, leveraging machine learning for efficiency and decision-making.
- IoT Integration: Accelerating digital transformation with seamless data exchange and optimization of business processes using IoT devices.
- 5G Technology for Smart Cities: Transforming smart cities with real-time data collection and quick decision-making enabled by 5G technology.
- Automation-driven Efficiency: Automation, including RPA and visual coding, driving human productivity by automating manual tasks and reducing operational expenses.

[Initium SoftWorks Achieves DocuWare Platinum Partner Status](#)

- Initium SoftWorks LLC (ISW) achieves DocuWare Platinum Partner status for outstanding document management solutions.
- ISW assists clients in overcoming document management challenges through innovative solutions and commitment to customer satisfaction.
- Achievement reflects ISW's dedication to providing top-tier document management solutions.
- ISW leverages DocuWare's technology to streamline document processes, enhance productivity, and drive business growth.
- Tailored solutions address complex document management issues efficiently and effectively.
- Ross Smith, CEO of Initium SoftWorks, expresses excitement about achieving DocuWare Platinum Partner status and commitment to excellence.
- ISW's elevation signifies proficiency in deploying and supporting DocuWare's document management platform, reinforcing its position as a trusted advisor for organizations.

[Japan develops world's first 6G device that's 20 times faster than 5G](#)

- posted on interestingengineering.com
- Japanese telecom firms develop high-speed 6G wireless gadget transmitting data at 100 Gbps.
- Consortium includes DOCOMO, NTT, NEC, and Fujitsu, collaborating since 2021 on sub-terahertz devices for 6G.
- Tests achieve 100 Gbps transmissions in 100 GHz and 300 GHz bands up to 100 meters.
- 6G operates in higher-frequency sub-terahertz bands (100-300 GHz), requiring new wireless devices.
- Challenges include establishing performance standards and developing sub-terahertz devices.
- Each company contributes to advancing sub-terahertz technology, enabling applications like ultra-HD video streaming and real-time control in autonomous vehicles.

[Canon for the legal industry](#)

- Delivers solutions empowering legal professionals to tackle increasingly complex challenges.
- Smart Cloud Solutions address law firms' needs by streamlining operations, enhancing data security, and improving client service.
- Challenges like deadline management, secure data processing, paper archiving, document version control, and remote working are transformed into opportunities with Canon's solutions.
- Frederik Moller, Business Development Manager at Canon SA, highlights the importance of productivity and confidentiality in the legal industry.
- Canon offers solutions for legal excellence, including contract management, invoice processing, digital archive, digital mailroom, and secure document management.
- Relieves administrative burdens, empowering legal professionals to focus on offering legal advice.

[Exigent Technologies Earns UpCity 2024 National Excellence Award](#)

- Receives UpCity's 2024 National Excellence Award, recognizing its outstanding service provision in the B2B sector.
- Award is based on UpCity review scores, with Exigent earning a five-star rating from its small to mid-sized business clients.
- Daniel Haurey Jr., President and Founder of Exigent Technologies, expresses gratitude for the recognition and highlights the company's commitment to excellent service and long-term partnerships.
- UpCity, founded in 2009, serves as a trusted resource connecting businesses with reliable service providers across various industries.
- Exigent Technologies, established in 1997, offers comprehensive managed IT solutions to small to midsize organizations, fostering long-term partnerships and delivering exceptional support.

[Insight Buys ServiceNow All-Star Partner Infocenter; Bill McDermott Weighs In](#)

- Reported on The Channel Co.
- Acquires Infocenter, one of ServiceNow's top partners, to enhance its ServiceNow consulting and managed services business.
- Joyce Mullen, CEO and president of Insight, emphasizes the necessity of workflow automation and the importance of delivering unified cross-enterprise experiences.
- Infocenter, based in Charlotte, N.C., is known for its industry expertise within healthcare, financial services, manufacturing, and IT services, and was awarded ServiceNow's 2024 ServiceNow Americas Consulting and Implementation Partner of the Year.
- Acquisition follows Insight's previous acquisition of Google Cloud partner Sada for \$410 million.
- Infocenter's solutions will be integrated within Insight's Solutions Integrator framework to modernize customers' business processes on the ServiceNow Platform.
- Aims to leverage Infocenter's deep ServiceNow capability to complement its multicloud capabilities and provide enhanced services to its client base.

[Anatomy IT Expands Operations Team in Response to Escalating Demand for Intelligent Managed IT Services](#)

- Appoints Varun Gulati as senior vice president, Operations, leveraging his extensive experience in IT operations and strategy.
- Gulati brings over 20 years of experience, including his recent role as vice president, Managed Services, at NWN Carousel.
- Aims to help healthcare customers navigate the rapidly changing IT landscape, offloading burdens to focus on patient care.
- Gulati achieved utilization rates above 75% and maintained Net Promoter Scores (NPS) exceeding 70 in previous roles.
- CEO Frank Forte emphasizes Gulati's role in enhancing customer satisfaction and retention.
- Anatomy IT specializes in providing healthcare providers with technology and cybersecurity solutions, serving over 1,950 clients nationwide.

[Kaseya Launches Kaseya 365, 'It's Been Over \\$14 Billion Of Investment To Deliver This Platform'](#)

- reported on The Channel News
- Kaseya 365 enables MSPs to manage, secure, back up, and automate client environments with one subscription and license.
- CEO Fred Voccola highlighted over \$14 billion investment and extensive development behind the platform.
- One subscription provides comprehensive functionality including RMM, antivirus, patching, ransomware detection, and endpoint backup.
- The platform includes 20 pre-built automations to enhance workflow efficiency.
- An express version is available without MDR.
- Existing customers can seamlessly upgrade to Kaseya 365 while maintaining current accounts and functionality.
- Voccola emphasized the potential for increased profit per endpoint without additional sales.
- Voccola believes Kaseya 365 will transform the MSP industry's unit economics.

[etherFAX Expands its Hyland Partnership by Launching New Cloud Fax Integration](#)

- expands partnership with Hyland, integrating with Hyland's OnBase platform to enable secure PHI exchange in healthcare.
- integration allows OnBase users to streamline document management without altering existing workflows.
- ensures 100% secure communications and data protection, replacing traditional network solutions.
- CEO Paul Banco highlights the integration's benefits, including advanced encryption and HIPAA compliance for patient data exchange.



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- Hyland's vice president of product management, Don Dittmar, emphasizes the integration's role in overcoming healthcare challenges like labor shortages and data breaches.
- Over six million connected endpoints within the etherFAX Secure Exchange Network support the integration, facilitating fast document delivery and care decisions.
- The cloud-based etherFAX solution seamlessly integrates into existing workflows and can be customized to meet specific customer needs.

[Laserfiche AI Document Summarization: Simplifying Content Consumption and Powering Productivity](#)

- Introduces new generative AI-powered document summarization in Laserfiche Cloud, aligning with its vision to transform the workplace.
- Feature enables users to create and share short summaries of repository entries, enhancing productivity, communication, decision-making, and process acceleration.
- Laserfiche's CTO, Michael Allen, emphasizes the importance of unlocking the value in organizations' content and leveraging generative AI at scale.
- Document summarization is accessed through the Laserfiche repository, allowing users to streamline information processing within their organization's information management framework.
- Plans to introduce more AI-powered capabilities in the future, including document and sentiment analysis, search enhancements, and advancements in process automation creation and configuration.



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'. Text to the right of the cake reads: '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.' The right section has a dark blue background. At the top, it says 'Celebrating 50 Years With You in 2022' with '1972' and '2022' on either side of a large '50' logo. Below this, it states: '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'. There is a small image of a Visa gift card. At the bottom right, it says 'Learn more Visit arll.com 800-887-3040'. The ARLINGTON logo is at the bottom center.

