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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.

[39% of MSPs report major setbacks when adapting to advanced security technologies](#)

- Reported on securityintelligence.com
- MSPs struggle with rapidly evolving cybersecurity technologies, talent shortages, and emerging threats.
- Keeping up with new cybersecurity tools demands significant resources and training.
- Finding and retaining skilled cybersecurity professionals remains a major issue.
- Sophisticated attack methods and evolving threats increase cybersecurity complexity.
- Compromised credentials and lack of in-house expertise leave MSPs vulnerable.
- MDR services offer advanced security tools, updated protocols, and access to specialized talent, enhancing MSPs' cybersecurity capabilities

[M-Files Knowledge Work Automation Platform Recognized for Providing Superior AI Capabilities and Experiences](#)

- M-Files Knowledge Work Automation Platform is acknowledged for its advanced AI features.
- platform is praised for delivering exceptional user experiences.
- excels in automating knowledge work through AI-driven solutions.
- platform receives industry recognition for its innovative AI applications.
- AI capabilities in M-Files boost productivity and streamline workflows.
- M-Files stands out for integrating cutting-edge AI technology into its platform.

[Konica Minolta Ranked on Channel Futures 2024 MSP 501 List](#)

- Konica Minolta named one of the world's top-performing managed service providers in the 2024 Channel Futures MSP 501 rankings.
- Provides customized IT services through its division, All Covered, to thousands of U.S. organizations.
- Celebrated for optimizing business operations and digital transformation efforts.
- The 2024 MSP 501 list recognizes top MSPs based on growth, profitability, and innovation.
- Recognized for delivering daily for customers and being among the most innovative and successful MSPs.
- Konica Minolta supports digital transformation through its Intelligent Connected Workplace portfolio and has received multiple industry awards.

[Mastering Serverless Data Warehousing in AWS: A Comprehensive Deep Dive](#)

- Older designs struggle with rapidly growing data, requiring extensive infrastructure management and high upfront costs.
- Managing traditional data warehouses reduces innovation by 30% and slows insight generation by 50%.
- Provides a scalable, pay-as-you-go solution, freeing data engineers to focus on analysis rather than infrastructure.
- Future advancements like AI-driven Redshift Serverless could further optimize resource scaling and cost efficiency.
- Hybrid and multi-cloud integration will be crucial for consolidating data platforms and ensuring full control.
- Emphasizing access controls, encryption, and governance frameworks to protect data while enabling efficient use.

[Understanding AI Bias and Why Human Intelligence Cannot Be Replaced](#)

- AI bias can cause significant damage to cybersecurity if not properly controlled.
- Incorporating human intelligence alongside AI is essential for effective digital infrastructure protection.
- AI can quickly process and make decisions based on vast amounts of data, outperforming human speed.
- AI systems may make biased or ethically incorrect decisions without human oversight.
- Human intelligence considers intuition, experience, context, and values, offering a broader perspective than AI alone.
- AI's reliance on outdated or majority-biased data can lead to misinformation, making human fact-checking crucial.

[Expel and ivision Partner to Deliver Industry-Leading Managed Detection and Response ...](#)

- ivision announces a partnership with Expel to provide advanced MDR solutions to enhance clients' security.
- Expel MDR Capabilities: Offers 24/7/365 detection and response across various environments, including cloud, SaaS, and endpoints.
- Achieves rapid detection and response times with AI-driven automation, significantly reducing remediation time.
- ivision clients gain access to award-winning threat detection and response, improving security resilience.
- This marks Expel's first managed services provider partnership, highlighting its commitment to expanding its partner ecosystem.
- Expel is a leading MDR provider with 24/7 coverage, and ivision is a technology consulting and managed services provider based in Atlanta.

[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

[Bell acquires tech services companies Stratejm and CloudKettle Inc., strengthening ...](#)

- acquired Stratejm and CloudKettle, boosting its Professional and Managed Services in cybersecurity and Salesforce, respectively.
- acquisitions support Bell's aim to lead digital transformations and automation for medium and large organizations through cloud services.



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- Based in Mississauga, Stratejm offers AI-driven Security-as-a-Service solutions, real-time threat detection, and a vendor-independent SOC2 Security Operation Centre.
- Halifax-based CloudKettle specializes in Salesforce enterprise implementation, integrating data and AI capabilities across various Salesforce products.
- These acquisitions enhance Bell's existing offerings, following the 2023 acquisition of FX Innovation, to provide comprehensive solutions for managing public and hybrid cloud environments.

Cybersecurity Notes

- Wayne Memorial Hospital of Pennsylvania was hit by the Monti ransomware gang and notified an unknown number of patients that their PHI was stolen.
- Pinnacle Orthopaedics & Sports Medicine Specialists of Georgia notified more than 500 patients that their PHI was stolen after ransomware attack.
- Pediatric Urology Associates of Brooklyn, NY, notified an unknown number of patients that their PHI was stolen after dAnON Hacker Group ransomware attack.
- Maryhaven Addiction Treatment Centers of Ohio notified 350,000 patients that their PHI was stolen after INC Ransom Group ransomware attack.
- Juniper Networks notified customers of security vulnerability with its Session Smart routers.
- Prudential Financial, headquartered in Newark, New Jersey, notified 2.5 million customers that their info may have been exposed after data breach.
- Landmark Life Insurance, headquartered in Brownwood, TX, notified an unknown number of customers that their info was exposed after cyber attack.
- Infosys McCamish Systems, maker of insurance software, notified 6.08 million customers that their info may have been exposed after cyber attack.
- Venmo went down, leaving thousands of customers unable to make digital financial transactions, and unknown if any customer info was exposed.
- Health Equity, headquartered in Draper, Utah, notified an unknown number of patients that their PHI was exposed after cyber attack.
- Gaia Software, headquartered in Littleton, CO, a provider of electronic medical record and billing management software services to Americare Renal Center, notified 56,676 patients that their PHI was exposed after cyber attack.
- Wisconsin Department of Health Services notified 19,150 Medicaid patients that their PHI was exposed after email phishing attack.
- Texas Retina Associates, headquartered in Dallas, TX, notified 312,000 patients that their PHI was exposed after cyber attack.
- SkinCure Oncology in Burr Ridge, IL, notified 13,434 patients that their PHI was exposed after cyber attack.
- OB GYN Specialists of Lima in Ohio have notified 1,100 patients that their PHI was exposed after cyber attack.
- Human Technology, aka Greer Orthotics & Prosthetics or Murphy's Orthopedic & Footcare, headquartered in Jackson, TN, notified an unknown number of patients that their PHI was exposed after cyber attack.
- Florida Department of Health notified an unknown number of patients that their PHI was exposed after ransomware attack.
- Alabama State Department of Education and warning students and employees to monitor their credit in case their data was compromised.
- Louisiana Special School District notified an unknown number of students and employees that their info may have been exposed after cyber attack.
- ShinyHunters, a ransomware group, claims responsibility for recent high-profile data breaches:
 - Neiman Marcus
 - Truist Bank
 - Twilio Authy
 - Ticketmaster
- SouthCoast Health and Privia Medical Group of Georgia notified 32,835 patients that their PHI was exposed after cyber attack.

Welo Partners with the Managed Service Providers Association of America

- Partners with the Managed Service Providers Association of America (MSPAA) to enhance remote work for MSPs and their clients.



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- Offers an immersive platform that replicates in-person office experiences, promoting interaction and connection among remote teams.
- MSPs can use Welo to provide branded virtual office spaces, including meeting rooms and collaborative areas, enhancing their service offerings.
- Partnership highlights Welo's dedication to supporting MSPs with cutting-edge technology that fosters collaboration and productivity.
- Welo provides dynamic virtual office solutions designed to elevate the remote work experience beyond traditional video conferencing.
- The MSPAA supports and advances MSPs across the US, helping businesses connect with MSPs to meet their technology needs

[Leading Healthcare Solutions Provider, Medicus IT, Announces Investment from FFL ...](#)

- Medicus IT partners with FFL Partners, receiving significant investment to accelerate growth.
- provides HIPAA-compliant IT and cybersecurity services to over 6,500 healthcare providers across 30+ states.
- CEO Chris Jann emphasizes the partnership will enhance Medicus' mCare services and expand their reach in the healthcare sector.
- FFL Partners' Jonathon Bunt highlights Medicus IT's healthcare expertise and cybersecurity capabilities as key factors in the investment.

[Nokia to deliver full core network, security, and managed services to Norlys of Denmark with ...](#)

Nokia to deliver full core network, security, and managed services to Norlys of Denmark with Red Hat OpenShift

- Deployment of Nokia's full 4G/5G packet core, IMS, and SDM solutions will enhance voice and data service quality and reliability for Norlys (Telia Denmark) subscribers.
- Nokia will secure the network infrastructure with its NetGuard security product portfolio to protect core network endpoints, privileged user access, and digital network identities.
- Nokia will also deliver a holistic service wrap entailing managed security, performance, and assurance services.

[CamScanner Introduces Revolutionary CamScanner AI to Transform Scanned Documents into Interactive Conversations](#)

- CamScanner has evolved from a document scanning app to a versatile platform, introducing CamScanner AI to enhance user interaction with scanned documents.
- app features industry-leading OCR capabilities, utilizing deep learning to improve text recognition accuracy, crucial for effective AI understanding.
- Users can engage in detailed conversations with the AI, asking questions and receiving insights from scanned documents, streamlining information retrieval.
- AI supports various use cases, including summarizing professional documents, extracting data for academic research, analyzing legal contracts, and providing translation services for travelers.
- introduction of AI technology significantly enhances document management, empowering users to transition from physical to interactive digital content seamlessly

[Lexmark Again Named a Leader in Cloud Print Services by Quocirca](#)

- named a leader in Cloud Print Services for 2024 by Quocirca, reinforcing its position in the market.
- company's cloud print services offer a range of features, including secure printing, device management, and cost control, catering to diverse business needs.
- continues to invest in technology and innovation, enhancing its offerings to meet evolving customer demands in the cloud printing landscape.
- recognition highlights Lexmark's dedication to customer satisfaction, providing robust support and service options to its clients.
- acknowledged as a leader positions Lexmark favorably for continued growth and leadership in the cloud print services sector.

[Germany to ban fax](#)

The federal parliament in the country of Germany, announced that it has gotten rid of fax machines

- ensured that all processes and tasks, for which fax machines had previously been used, can now be completely processed digitally
- "The fax machines were therefore dismantled in the past weeks."
- Staff ordered to remove all fax machines from property by no later than June 30, 2024.
- Remaining machines will be picked up by IT department employees in the coming days

Canon updates cloud-based solution

- Now offering version 2024.2 of uniFLOW Online
- Allow users to scan documents to any email address
- Customer is now always in control of access grants
- Print driver can be customized to suit location specific requirements
- Users can now register with any email address and print using public PC in a library of learning hub
- Scanned documents can be sent to internal uniFLOW Online users or recently used email address

Irving-Based IT Services Provider Zthernet Acquired by Nashville's CloudScale365

- Reported on iinovates.com
- Tennessee-based CloudScale365 has acquired Zthernet, expanding its presence in Texas markets like Dallas, Austin, San Antonio, and Houston.
- Zthernet CEO Greg Hough views the partnership as an opportunity to leverage CloudScale365's resources, enhancing service delivery for clients.
- Zthernet's flat-fee managed IT services in network management and cybersecurity will complement CloudScale365's offerings.

51% of Cyberattacks in the Managed Service Provider (MSP) Sector Lead to Unplanned ...

- 76% of managed service providers (MSPs) experienced a cyberattack in the past year, closely aligned with the overall organizational average of 79%.
- Among attacked MSPs, 51% faced unplanned expenses, 31% suffered a loss of competitive edge, and 27% incurred compliance fines.
- User account compromises accounted for 49% of security incidents in the cloud, while 46% of on-premises attacks involved ransomware or malware, indicating a significant focus on these threats in the MSP sector.
- MSPs primarily use SaaS, PaaS, and IaaS solutions, which limits network-based security measures and makes them attractive targets for cyberattacks.
- MSPs are prime targets for ransomware due to their operational dependencies, which increase the likelihood of ransom payouts, highlighting the need for robust risk assessment and threat intelligence.



The advertisement is split into two main sections. The left section features a birthday cake with '50' candles and the text: "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 is titled "Celebrating 50 Years With You in 2022" and includes the years "1972" and "2022" flanking a large "50th ANNIVERSARY" 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." An image of a Visa gift card is shown. At the bottom, the ARLINGTON logo is displayed with the tagline "Your Best Source" and the contact information: "Learn more Visit arll.com 800-887-3040".

