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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.

## Solution Builders Inc. Earns Spot Among the World's Top Managed Service Providers in the ...

- named among the top managed service providers globally in the 2024 Channel Futures MSP 501 rankings.
- MSP 501 list ranks companies based on growth, profitability (EBITDA), and innovation, with a focus on recurring revenue and operational efficiency.
- MSP 501 list highlights companies generating nearly $25 billion in revenue, with many offering services in AI, cloud, security, and remote management.
- Solution Builders President Daniel Melling emphasized that this recognition reflects the team's dedication to delivering top-notch managed services.
- Since 1995, Solution Builders Inc. has provided managed IT and cybersecurity services across industries like healthcare, financial services, and government

## Konica Minolta to Halt Production at Chinese Subsidiary

- Konica Minolta will cease production at its Wuxi, China facility and transfer operations to Malaysia, Japan, and Dongguan, China for better profitability.
- closure is expected to result in a 6 billion yen loss by March 2025, already accounted for in the company's forecasts.

## AVATAR Managed Services Earns No. 63 on the 2024 CRN® Fast Growth 150 List

- AVATAR Managed Services ranked No. 63 on CRN's 2024 Fast Growth 150 list.
- 87% Growth: AVATAR achieved 87% growth from 2021 to 2023 through strategic IT solutions.
- Industry Recognition: The Fast Growth 150 honors IT companies excelling in innovation and adapting to change.
- Company Focus: AVATAR provides tailored IT services, focusing on data security and business continuity.

### Preventing Data Leaks: Why Only AI-Empowered Teams Can Protect Global Powers

- Sensitive data of 1.6 million people, including Indian military personnel, was exposed, linked to Hyderabad firms.
- 496.4 GB of unprotected data, including biometric info, was found on dark web platforms.
- breach exposes the dangers of using private contractors with weak cybersecurity.
- Leaked data could be used for deepfakes, posing national security risks.
- incident highlights the need for stronger security measures and audits for third-party vendors.

### Alcott Enterprises Ranks No. 1293rd on the 2024 Inc. 5000

- Alcott Enterprises ranks No. 1293 on the 2024 Inc. 5000 list of fastest-growing private companies in the U.S.
- ranked 61st among all IT Services companies in America, reflecting its strong industry impact
- Founder Jordan Alcott attributes the company's success to the team's dedication and the value they bring to managed IT customers.
- 2024 Inc. 5000 companies added 874,458 jobs over three years, with an average growth rate of 1,637% among the top 500.
- Alcott Enterprises is a national IT consulting and cybersecurity firm recognized for its next-gen managed services.

### Data Quality and Lineage: Key to Building Trust and Reliability

- As data reliance grows, ensuring credible data through quality and tracking its origin and transformation (data lineage) becomes crucial for organizational trust.
- Data lineage tracks the journey of data, offering transparency from its source to its final use, enhancing confidence in its reliability.
- **Key Benefits:**
    - **Traceability:** Allows organizations to trace data to its origin for accuracy verification.
    - **Transparency:** Improves stakeholder insight into data analysis and transformation.
    - **Compliance:** Eases regulatory adherence by tracking data movement and changes.
    - **Risk Management:** Identifies issues in the data pipeline to prevent errors.
- Companies prioritizing data quality and lineage can make better decisions, meet compliance needs, and gain a competitive edge.

### ePlus Acquires Bailiwick Services, LLC

- acquired Bailiwick Services, enhancing its IT services in retail, finance, and hospitality.
- acquisition broadens ePlus' offerings in IT integration, edge computing, and digital experiences.
- ePlus sees growth opportunities, while Bailiwick expects better resources and capabilities for clients.
- acquisition closed on August 19, 2024, with Bailiwick now part of ePlus Technology.
- Bailiwick specializes in large-scale IT solutions; ePlus focuses on transformative tech services.

### 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

### Rackspace expands OpenStack offerings

- reported on siliconangle
- introduces OpenStack Enterprise, a fully managed, scalable cloud solution for critical workloads.
- Developed by Rackspace and NASA in 2010, OpenStack is now a leading open-source cloud platform.
- Rackspace has contributed over 5.6 million lines of code and supported more than 1 billion server-hours for OpenStack.
- OpenStack Enterprise offers fully managed services to simplify complex cloud environments.
- Addresses security, compliance, and cost efficiency while enabling seamless cloud migration and modernization.

**NexusTek Unveils New Brand Identity and Launches Revamped Website**

- unveils a new brand identity and redesigned website to enhance its market position and reflect its modern IT solutions.
- rebrand highlights NexusTek's focus on Hybrid Cloud, Cybersecurity, AI, and Data, aiming to drive business growth and improve security.
- redesigned site offers a modern, user-friendly experience with detailed information on NexusTek's advanced IT service
- Hamilton Yu emphasizes the rebrand's role in showcasing NexusTek's commitment to innovation, superior IT solutions, and customer satisfaction.
- changes align with NexusTek's goal to reinforce its leadership in IT services and support businesses across all stages of their IT journey

**What's keeping the enterprise from a paperless future?**
- Reported on CIODIVE
- shift to paperless offices accelerated during the pandemic, reducing printed pages by 20% and dropping shipments of printers by 12.8%.
- Remote and hybrid work environments have decreased reliance on physical documents, boosted by digital tools and cloud solutions.
- Healthcare and other industries still rely on printers due to legal requirements, client preferences, and legacy processes.
- Some industries and employees prefer physical documents for security or habit, despite the push for digital workflows.
- Printer manufacturers like HP, Xerox, and Ricoh are adapting by focusing on integrating physical and digital workflows and supporting industries' digital transitions.

**Konica Minolta bizhub C751i data specs**

- Konica Minolta bizhub C751i data specs
- System Speed:
    - A4: Up to 75 ppm (mono) / 70 ppm (color)
    - A3: Up to 37 ppm (mono) / 35 ppm (color)
- Autoduplex Speed (A4): Up to 75 ppm (mono) / 70 ppm (color)
- First Page Out Time: 2.8 seconds (mono) / 3.8 seconds (color)
- Warm-up Time: Approximately 13 seconds (mono) / 14 seconds (color)
- Imaging Technology: Laser
- Toner Technology: Simitri® V polymerized toner
- Panel Size/Resolution: 10.1" / 1024 x 600
- Memory: 8,192 MB (standard/max)
- Hard Drive: 256 GB SSD (standard) / 1 TB SSD (optional)
- Interface: 10/100/1,000-Base-T Ethernet, USB 2.0, optional Wi-Fi 802.11 b/g/n/ac
- Network Protocols: TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP(S), Bonjour
- Automatic Document Feeder: Up to 300 originals, dual scan, A6-A3, 35-210 g/m²
- Paper Input Capacity: 3,650 sheets (standard) / 6,650 sheets (max)
- Printable Paper Size: A6-SRA3, custom sizes, banner paper up to 1,200 x 297 mm
- Printable Paper Weight: 52-300 g/m²
- **Brochure here**

**PDF AI: Manage Documents with Greater Efficiency**

- enhances PDF handling with AI-driven automation, accuracy, and insights, surpassing traditional tools.
- Automates repetitive tasks like file organization and form filling, boosting productivity and reducing manual work.
- Minimizes human error with precise data extraction and standardized formatting.
- Features AI-driven indexing for faster and easier document navigation.
- **Key Features:**
    - **Smart Text Recognition:** Accurate text extraction from images and scanned documents.
    - **Automated Classification:** Organizes documents based on content with customizable labels
    - **Advanced Data Extraction:** Pulls specific information quickly, with batch processing support.
    - Includes encryption, access control, and audit trails for document security.
    - Offers advanced automation, better search and indexing, seamless integration, and enhanced security compared to traditional PDF tools.

## Nobl Q amplifies their Cloud and Industry solutions backbone with the acquisition of Corezi

- Expands into Banking and Financial Services, enhancing cloud, AI, and engineering solutions.
- Corezi's integration enables advanced cloud-native and AI solutions, optimizing business processes.
- Corezi's CEO and President join Nobl Q, ensuring continued high-quality service for existing clients.
- Fourth major acquisition in 12 months, part of Nobl Q's rapid expansion strategy.
- **Nobl Q:** Dallas-based provider of AI and cloud solutions with a global reach.
- **Corezi:** Specialist in cloud solutions and digital transformation for Financial Services and SaaS.

## Square 9 Softworks Achieves 9.8 out of 10 Rating on TrustRadius

- earns a 9.8 out of 10 rating on TrustRadius for its intelligent information management solutions.
- Reviews highlight exceptional customer support, user-friendliness, scalability, and flexibility.
- Stephen Young, President and CEO, attributes the score to the team's commitment to innovation, quality service, and support.
- continues to focus on customer satisfaction and product improvement, maintaining high standards.
- **Square 9 Softworks:** Provider of AI-powered information management solutions that streamline digital workflows and document handling.
- **TrustRadius:** Platform offering vetted, unbiased reviews to help technology buyers make informed decisions.

## ISSQUARED Inc. launches the PkeyFx product line for comprehensive & integrated

- introduces PkeyFx for digital certificate management.
- Bala Ramaiah, Founder & CEO, emphasizes PkeyFx's role in simplifying enterprise IT challenges.
- Automates certificate management, reduces errors, ensures compliance, and integrates with existing IT systems. Includes HSMs for secure PKI environments.
- Led by Taha Mughir and John Charles, showcasing ISSQUARED's expertise.
- PkeyFx available in Standard Model for SMBs and Enhanced Enterprise Model for large enterprises.
- Provides IT and security solutions, including Cyber Security and Cloud Infrastructure, to Fortune 500 companies

## DXC Technology Awarded on Forbes list of World's Best Management Consulting Firms 2024

- named one of the World's Best Management Consulting Firms for 2024 by Forbes and Statista.
- consulting sector, generating $47 billion in 2022, features top firms recognized for their expertise across various industries and functions.
- DXC noted for its global consulting capabilities and leadership in AI-driven transformation.
- "We are uniquely positioned to drive our clients' innovation journey in the AI era," said Raul Fernandez, DXC President and CEO.

## RSM Achieves Microsoft Azure Expert Managed Service Provider (MSP) Designation

- named a Microsoft Azure Expert MSP, recognizing excellence in Azure platform management.
- designation represents the highest standard in Microsoft's MSP ecosystem.
- **Services Highlighted:**
    - Fully managed IT services
    - Co-managed IT solutions
    - Threat detection and response
    - Microsoft cloud services
- RSM provides professional services to the middle market, focusing on business growth and success.

## summary of recent cyber hacks based on Twitter posts from last week:
- **Toyota Data Breach (Aug 21)**:
    - **Source**: Cytex (@cytexsmb)
    - **Details**: 240GB of data exposed on the dark web. The breach was claimed by the ZeroSevenGroup, affecting a third-party entity associated with Toyota. Medusa ransomware previously targeted Toyota's systems.
- **Israeli Infrastructure Cyber Attack (Aug 22)**:
    - **Source**: HackManac (@H4ckManac)
    - **Details**: ZeroSeven Hacking Group is selling full network access to Israeli infrastructure, with 80TB of critical data at risk. This is linked to the group's recent breach involving Toyota.

- **Oregon Zoo Data Breach (Aug 22)**:
  - **Source**: teiss (@TEISS)
  - **Details**: The credit card information of nearly 118,000 visitors may have been compromised between December 2023 and June 2024.
- **National Public Data Leak (Aug 14)**:
  - **Source**: Derek (@Goparel_)
  - **Details**: 2.7 billion records, including social security numbers, were leaked on a dark web forum.
- **Virgin Media Data Compromise (Recent)**:
  - **Source**: Hudson Rock Bot (@hudsonrockbot)
  - **Details**: Over 29 million compromised computers, with Virgin Media reporting at least 2,045 compromised employees and 20,221 compromised users.