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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.

Maintains Top Leadership in Quocirca 2024 Managed Print Services Report

- Xerox maintaines a top leader position in Quocirca's MPS Landscape Report for the 15th consecutive year.
- Xerox's MPS supports hybrid work by enhancing workflow automation, efficiency, security, and sustainability.
- Company's expanded MPS offerings align with its focus on digital services and workplace optimization.
- Quocirca praised Xerox for its Verified Carbon Neutrality service, AI-driven predictive services, and automation through Intelligence Document Processing (IDP). Intelligent Document Processing
- Xerox's investment in AI and digital solutions solidifies its MPS leadership and commitment to client success.

CrowdStrike and Omnissa Partner to Secure Virtual and Physical Desktops

- CrowdStrike and Omnissa have partnered to enhance security for virtual and physical desktop environments.
- Collaboration integrates advanced security solutions to safeguard desktops from cyber threats.
- Combining CrowdStrike's endpoint protection with Omnissa's expertise strengthens overall desktop security.
- Partnership addresses the security challenges in hybrid work setups, supporting both in-office and remote users
- By unifying security solutions, the partnership aims to offer seamless and efficient protection across desktop environments.

Delta sues CrowdStrike after widespread IT outage

- Delta files lawsuit against CrowdStrike, attributing an IT outage that caused flight cancellations to the cybersecurity firm's services.
- IT disruption led to significant operational issues for Delta, impacting both flights and customer experience.
- Claims that CrowdStrike's failure to prevent the outage caused substantial financial and reputational damage.
- Incident raises questions about the reliability and risk management of cybersecurity services in critical infrastructure.
- Aims to recover losses incurred from the outage, emphasizing importance of robust cybersecurity for large-scale operations.

Rackspace Technology Positioned as a Leader in Four

- Rackspace Technology has been recognized as a leader in four distinct categories.
- Positioning highlights Rackspace's broad capabilities across multiple technology and service areas.
- Leadership status reflects its commitment to providing cutting-edge solutions and digital transformation support.
- Recognition underscores Rackspace's focus on delivering tailored, high-quality service for client success.

Latest AIIM OnAir podcast featuring TWAIN Working Group

- podcast features in-depth discussions with TWAIN Working Group on current industry trends in imaging and document processing.
- Highlights the role of TWAIN standards in improving interoperability and efficiency in document scanning.
- Explores how the TWAIN Working Group is adapting to emerging technologies and AI integration.
- Discusses new initiatives to simplify scanning processes and enhance user experience.
- TWAIN Working Group shares insights on the future direction of document management and imaging standards.

Worklyn Partners Builds Out One-Stop-Shop for Cybersecurity and Managed IT Services ...

- Worklyn Partners is creating a centralized hub for cybersecurity and managed IT services.
- Initiative includes expanded solutions to address evolving cyber threats and security needs.
- Combines managed IT services with cybersecurity for streamlined operations and improved efficiency.
- Aims to provide tailored solutions that meet diverse client requirements within a single platform.

The Risk and Remedy: AI's Role in Managing Uncertainty

- AI technologies provide tools to assess and reduce risks across various business operations.
- AI improves predictive capabilities, helping organizations anticipate and prepare for potential disruptions.
- AI enables more accurate, data-driven decisions that reduce uncertainty and improve outcomes.
- AI systems can adapt to changing conditions, making them valuable in uncertain environments.
- By automating risk assessments, AI enhances operational efficiency and resource allocation.

Xerox Printers Vulnerability Let Attackers Remotely Takeover Devices

- Vulnerability in Xerox printers has been identified, enabling remote takeover by attackers.
- Security issue poses significant risks, including unauthorized access to sensitive data and network infiltration.
- Vulnerability affects various models of Xerox printers, highlighting the need for immediate action.
- Xerox is urging users to apply security updates to mitigate the risk of exploitation.
- Incident underscores the importance of maintaining robust security measures for all connected devices in an organization.

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

Source 1 Solutions Enhances Global IT with Acquisition of YouCall-IT

- Source 1 Solutions acquires YouCall-IT to bolster its global IT service offerings.
- Acquisition enhances Source 1's capabilities in providing comprehensive IT solutions to clients worldwide.
- Move allows Source 1 Solutions to expand its market presence and better serve a diverse customer base.
- Integration aims to enhance customer support and service delivery through combined expertise.

Align Awarded 2024 Hedgeweek US Awards AI Technology Provider of the Year

- Align honored with the 2024 Hedgeweek US Award for AI Technology Provider of the Year.
- Award underscores Align's leadership and innovation in providing advanced AI solutions within the finance sector.
- recognition highlights Align's commitment to enhancing client operations and decision-making through AI technology.

Houston Managed IT Services - Insights on Cybersecurity and a sound Security Posture ...

- Houston Managed IT Services offers valuable insights into the current cybersecurity landscape and best practices.
- Emphasizes the importance of maintaining a robust security posture to protect against evolving threats.
- Provides customized cybersecurity solutions designed to meet the unique needs of businesses in Houston.

TWAIN Direct Developers Day is Coming Soon

- TWAIN Direct Developers Day is set to take place soon, bringing together industry professionals and developers.
- Event will showcase the latest advancements in TWAIN Direct technology and its applications.
- Attendees will have the chance to connect with peers, experts, and stakeholders in the imaging industry.
- Agenda includes informative workshops and presentations aimed at enhancing knowledge and skills related to TWAIN Direct.
- Event aims to foster collaboration and engagement within the TWAIN community, encouraging feedback and idea sharing.

DATAGROUP complements cybersecurity portfolio and becomes MSSP partner for Cisco XDR

- DATAGROUP announced collaboration with Cisco as a Managed Security Service Provider (MSSP) for Cisco XDR.
- Partnership expands DATAGROUP's cybersecurity portfolio, integrating advanced threat detection and response capabilities.
- Cisco XDR will enable DATAGROUP to provide comprehensive security solutions that span multiple environments.

CommScope Announces Cloud-managed RUCKUS Edge Platform for Service Delivery at .

- CommScope unveils cloud-managed RUCKUS Edge Platform designed for efficient service delivery.
- Platform aims to improve connectivity solutions for enterprises and service providers.
- Leveraging cloud technology allows for simplified management and increased operational efficiency.
- RUCKUS Edge Platform is designed to be scalable, accommodating a wide range of deployment sizes and requirements.

Kaseya exposes ongoing need for user security training

- Kaseya emphasizes the critical need for ongoing user security training to combat rising cyber threats.
- Report highlights that many security breaches are due to human error, underscoring the importance of education.
- Recommends implementing best practices for training programs to enhance employee awareness and vigilance.
- Organizations are encouraged to adopt tailored training solutions that address specific vulnerabilities relevant to their operations.

Sophos Fortifies XDR Muscle With $859M Secureworks Purchase

- Sophos acquires Secureworks for $859 million to enhance its Extended Detection and Response (XDR) offerings.
- Acquisition aims to bolster Sophos's position in the cybersecurity market by integrating Secureworks' expertise and technology.
- Purchase will expand Sophos's portfolio, allowing for more comprehensive threat detection and response solutions.
- Integration will enhance capabilities in protecting organizations from sophisticated cyber threats.