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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.

### [Cognizant Partners With Alnylam To Scale IT Operations And Accelerate Capabilities](#)

- Cognizant will manage Alnylam's IT infrastructure, including cloud, security, applications, and analytics, aiming to streamline global operations and drive innovation.
- Partnership leverages Cognizant's managed services to reduce operational demands through automation, fostering greater efficiency and transparency.
- Cognizant brings industry expertise to aid Alnylam in its mission to advance RNA-based therapeutics, improving patient outcomes and scaling operations more effectively.
- Collaboration aligns with Cognizant's broader push in AI and data analytics, essential in supporting Alnylam's goals to accelerate its tech capabilities and advance novel medicines into the market.

### [Crexendo's Codefest Draws Record Participation with AI at the Core of Innovation](#)

- Event saw the highest-ever entries, with 16 projects focused on AI for cloud communication
- New tools enhanced contact centers through automation and personalization
- Germany's CCT and the U.S.'s Netlink Voice won for enhancing the NetSapiens platform.
- Top projects will launch on the NetSapiens Marketplace to expand offerings for partners

### [WidePoint's Subsidiary IT Authorities Awarded More than \\$1.7 Million in Cisco and ...](#)

- IT Authorities, subsidiary of WidePoint, has been awarded contracts exceeding \$1.7 million, including significant Cisco deals.
- Contracts will enable IT Authorities to expand its managed IT services and cybersecurity offerings.
- New contracts reinforce IT Authorities' role as a trusted provider for critical IT solutions.
- Funding used to integrate advanced Cisco technology, benefiting clients with improved performance and security.



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#### [Keypoint Intelligence Announces German Sacristan's Keynote at FuturePrint TECH Event](#)

- German Sacristan from Keypoint Intelligence will present a keynote at the FuturePrint TECH Event
- Keynote will address key trends and challenges in print and digital transformation.
- Sacristan will explore cutting-edge advancements in print technology and their implications for the future
- Attendees have the chance to connect with industry professionals and thought leaders.

#### [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.

#### [Japanese Chip Packaging Giant Kyocera Launches \\$100 Million Startup Funds -](#)

- Kyocera's two funds, KVF-I and KVIF-I, target startups in the U.S., EMEA, Japan, and Asia
- Investments focus on environmental tech, IT, healthcare, mobility, and AI
- Funding ranges from \$200,000 to \$2 million in early-stage rounds, with Kyocera taking less than 20% equity
- Fund supports Kyocera's strategy to grow by investing in transformative technologies

#### [Pulse Technology Hosts Sharp USA Officials at Schaumburg Facility](#)

- Pulse Technology welcomed officials from Sharp USA to its Schaumburg facility.
- Visit reinforced the strong partnership between Pulse Technology and Sharp USA.
- Pulse Technology showcased latest solutions and technologies to Sharp's representatives.
- Teams engaged in discussions focused on future collaborations and growth opportunities.

#### [New era of Secure Print with Microsoft](#)

- Microsoft introduces advanced secure printing features, prioritizing data protection.
- Leveraging Microsoft's cloud platform, the new secure print options streamline print management and access.
- Strong user authentication measures ensure only authorized individuals can release and access print jobs
- Secure print solutions aim to improve workflow efficiency and reduce potential security risks in document handling.

#### [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

#### [Featured speaker, Brian Stout with iVALT - TWAIN Direct Developers Day](#)

- Brian Stout from iVALT will be a highlighted speaker at the TWAIN Direct Developers Day event.
- Stout brings extensive knowledge in digital imaging and document management technology.
- Presentation will cover advancements in TWAIN Direct, streamlining communication between devices and applications.
- Attendees can expect insights into the latest innovations and practical applications of TWAIN technology.
- iVALT's involvement underscores its dedication to advancing secure, efficient digital imaging solutions.



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#### [How Blockchain Technology Is Improving Black Friday Shopping Security](#)

- Blockchain's decentralized structure provides secure, tamper-proof transaction records, protecting shoppers' data.
- Verifying each transaction across a network, blockchain helps reduce fraudulent activities in online shopping.
- Blockchain enables greater transparency in the supply chain, allowing shoppers to verify product authenticity.
- Retailers can use blockchain for secure, efficient loyalty rewards, ensuring accurate tracking and redemption.
- Added layer of security provided by blockchain increases shoppers' trust during high-traffic events like Black Friday.

#### [AHEAD Achieves Zscaler MSSP Authorization, Launches Managed Access Services](#)

- Received Zscaler's MSSP authorization, enhancing its cybersecurity offerings.
- Introduces Managed Access Services to provide clients with secure, streamlined network access.
- Partnership with Zscaler strengthens AHEAD's ability to protect clients from evolving cyber threats.
- Services incorporate Zero Trust principles, ensuring secure access across distributed environments.

#### [Vaco Announces Key Leadership Appointments to Drive Strategic Growth](#)

- Vaco make significant leadership appointments aimed at enhancing its growth strategy.
- New leaders are expected to drive initiatives that promote strategic growth across the organization.
- Appointees bring extensive industry experience, positioning Vaco to capitalize on emerging market opportunities.
- Michael Splittorf has been named President of Managed Services
- Steve Kass has been promoted to Chief Operating Office

#### [Cognizant Collaborates with Alnylam as Technology Services Partner to Scale IT Operations](#)

- Cognizant is now Alnylam's technology services partner to enhance IT operations.
- Focus is on optimizing Alnylam's IT infrastructure for improved efficiency.
- Collaboration aims to accelerate the development of therapies for rare diseases.
- Both companies are dedicated to leveraging technology to advance healthcare.

#### [West Virginia Managed IT Services Provider Now Offering IAM Solutions](#)

- Launching Identity and Access Management solutions to enhance cybersecurity.
- Aimed at improving security for local businesses facing rising threats.
- Helping organizations manage user identities and access rights effectively.

#### [Square 9 Earns 2025 Buyer's Choice Award From TrustRadius](#)

- Received the 2025 Buyer's Choice Award from TrustRadius for its outstanding software offerings.
- Award reflects Square 9's dedication to delivering high-quality document management solutions that meet customer needs.
- TrustRadius awards are based on real customer reviews, emphasizing Square 9's strong reputation among users.
- Recognition positions Square 9 as a leader in the document management sector, showcasing its innovative approach.

#### [Kaseya Continues Driving MSP Profitability and Efficiency with Launch of Kaseya 365 User ..](#)

- Solution offers a suite of tools designed for streamlined management of IT services.
- Kaseya 365 integrates various IT management functions into a single platform, allowing for seamless oversight of multiple services.
- solution includes powerful automation tools to streamline repetitive tasks, reducing manual effort and increasing efficiency.
  - centralized dashboard that provides real-time insights and analytics, making it easier to monitor performance and manage resources.
  - platform designed with user experience in mind, ensuring that it is intuitive and easy to navigate for all team members.
  - Kaseya 365 includes advanced security protocols and features to protect user data and maintain compliance with industry standards.





