

Digest IT

We Take "IT" Seriously

The Client Services Coordinator - A Key Role in Any Successful MSP ***By Nick DeRose***

In any Managed Service Provider (MSP), both Network Technicians and Client Services Coordinators (CSCs) play crucial roles, but their focus areas differ. Network Technicians handle the technical side of IT infrastructure, troubleshooting client issues, providing onsite support, and performing installations. Meanwhile, the Client Services Coordinator is responsible for managing client relationships, ensuring smooth service delivery, and facilitating efficient communication between clients and technical teams.

By integrating technical expertise into the CSC role, MSPs can improve service efficiency, reduce back-and-forth interactions, and enhance the overall client experience.

As I transition from a Network Technician to a Client Services Coordinator, I am excited to apply my technical background to improve client service. With my experience in IT systems and hands-on technical support, I can ensure issues are well-documented and passed to the appropriate technician immediately, minimizing delays and unnecessary callbacks. Additionally, I will provide support to our technical team by assisting with client setups, technical questions, and service coordination.

While I will no longer interact with clients directly as frequently as before, my goal remains the same: to improve the efficiency, clarity, and responsiveness of our service delivery.

A Client Services Coordinator is the glue that holds client relationships and service operations together. This role bridges the gap between technical teams and clients, ensuring smooth communication, timely issue resolution, and a proactive IT experience. My goal is to leverage my technical expertise to:

- Enhance client communication and satisfaction
- Improve ticket and service management
- Increase technician efficiency
- Maintain strong client relationships

As the primary point of contact for our clients, my responsibility is to ensure that all aspects of service delivery, including tickets, services, and projects, are clearly communicated and progressing smoothly. My background as a Network Technician equips me with the technical insight needed to streamline processes, reduce response times, and ensure an exceptional client experience.

I look forward to bringing a client-first approach to this role and continuing to enhance the service experience for both our clients and technical teams.



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Highlights

M6 Quick Notes

M6 Welcomes Tanner Lashinsky
Senior Solutions Architect



We're excited to welcome Tanner to the M6 team! He brings a strong background in technical support, having worked with K-12 school systems, large nonprofits, and diverse clients across Western Pennsylvania and beyond. As a senior escalation point, Tanner's expertise will enhance our support capabilities, while his passion for designing and implementing cutting-edge solutions will benefit both our current and future clients.

A true technologist at heart, Tanner spends his free time refining operations in his home lab and tinkering with a personal decentralized cloud. When he's not immersed in tech, you'll find him on a quest to visit all 430+ National Park sites across the U.S.

If you see Tanner around the office or collaborate with him, be sure to say hello, especially if you have a favorite National Park site to share!

M6 to Redesign its Website

A website redesign isn't just about aesthetics, it's about relevance, performance, and credibility. And let's be honest, our current site is old, especially by IT standards. The M6 Leadership Team agrees: it's time for a change. The current user experience is underwhelming, the content is outdated, and overall, the site no longer reflects who we are or where we're headed.

Our goal is simple: improve the user experience, boost performance, and deliver more meaningful content that truly communicates who M6 Technologies is today. This redesign is an opportunity to reinforce trust, showcase our capabilities, and make sure our digital presence mirrors the forward-thinking expertise our clients rely on.

We've partnered with Mike Joyce and his team at Joyce, Inc. for the redesign, with Tanner Lashinsky leading the charge internally and keeping the M6 team in the loop.

Big things are coming—stay tuned!

M6 News and Updates

M6 Technologies Earns GTIA Cybersecurity Trustmark – Assured: A Milestone, Not a Finish Line Awareness

Global Technology Industry Association (GTIA)

By: Bill Mulcahey



We're excited to share that M6 Technologies has officially achieved the **GTIA Cybersecurity Trustmark – Assured** certification, GTIA's highest standard for cybersecurity excellence. Reaching this level is no small feat, it requires intentional strategy, disciplined execution, and a relentless focus on protecting client environments. It's a major accomplishment, especially for smaller, security-driven MSPs like ours, and it marks a key progression from the **Provisional** certification we earned earlier this year.

This certification is more than just another checkbox. It represents a hard-earned validation of our security maturity, operational rigor, and our commitment to doing things the right way, even when it's not the easy way. It tells our clients, partners, and peers that M6 doesn't just talk security, we live it, build around it, and keep sharpening it.

But we're not hanging this up like a plaque and calling it a day. The threat landscape isn't slowing down, and neither are we. This milestone fuels our momentum. We're using it to push further! We are investing in new capabilities, reinforcing client defenses, and staying ahead of what's next in cybersecurity.

We're honored by this recognition and even more motivated to raise the bar for what a security-focused MSP can deliver. Thanks to our team, our clients, and our partners for helping us raise the bar.



Congratulations Mark Janovec

We're thrilled to congratulate Mark Janovec on earning his Kaseya Certified Expert (KCE) in Datto RMM certification! This achievement reflects Mark's dedication to mastering remote monitoring, automation, and IT management, ensuring our clients receive the highest level of proactive service and support.



Mark's expertise in Datto RMM will further enhance our ability to streamline operations, optimize security, and improve service efficiency for our clients. If you see Mark, be sure to congratulate him on this well-earned accomplishment!

Another Successful M6 Charitable Food Drive

Sandy Dorsch, our Chief People Person, spearheaded another successful holiday food drive in December. The donations from M6 staff members were delivered to St. Philip Parish's Hope House that is run by their St. Vincent de Paul Conference. The conference generously helps their "neighbors in need" and we're proud to help out in this small way.



If your business, or you personally, are interested in donating food, clothing, time or money to the organization call the Pittsburgh District Council of the Society of St. Vincent de Paul at 412.321.1071 or visit their website at <https://svdppitt.org> Neighbors in need are with us year round not just during the holidays.

CIS
Critical Security Controls
Version 8
A Deeper Dive

The M6 Secure Outcomes Team is continuing its closer look at each of the 18 security controls. This quarter, controls 10 and 11 will be reviewed.

12. Network Infrastructure Management

Effective Network Infrastructure Management is critical to IT security, serving as the backbone for enforcing segmentation, monitoring traffic, and minimizing attack surfaces. According to CIS, a well-managed network infrastructure helps prevent unauthorized access and lateral movement by enforcing least privilege, proper configuration, and continuous monitoring. Without disciplined oversight of routers, switches, firewalls, and wireless access points, even the best security policies can be undermined by poor visibility or misconfigurations, turning your network into an open door instead of a controlled gateway.

13. Network Monitoring and Defense

Network Monitoring and Defense, as outlined in this CIS control, is the eyes and ears of your security posture. It's not enough to build a secure network, you need to watch it like a hawk. Continuous inspection of inbound and outbound traffic allows organizations to detect anomalies, identify threats in real-time, and respond before damage is done. Without proactive monitoring, attackers can dwell undetected for months. This control turns your network from a passive conduit into an active defense system—because if you're not watching your network, someone else probably is.

Contact M6 Technologies to
find out more about our Secure
Outcomes initiative.

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M6 Client Spotlight



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The relationship between Gold, Khourey & Turak (GKT) and M6 Technologies actually predates the founding of M6 itself. Bill Mulcahey, now part of the M6 team, originally worked with GKT during his time at a previous IT firm. In fact, back in June of 1997, Bill helped GKT register their domain name, **gkt.com**, a time when three-character domains were still up for grabs. That's what we call a "long IT time" ago.

GKT's early move to secure such a valuable domain name reflects something that's remained constant throughout the years: their forward-thinking mindset and commitment to innovation. That same commitment continues to define their work today.

Founded in 1978, GKT focuses its legal practice on personal injury, medical malpractice, workplace injuries, and oil & gas law, while also offering a broad range of additional legal services. With over 90 years of combined legal experience, GKT's attorneys are licensed in West Virginia, Ohio, and Pennsylvania, and are known for their honest, compassionate, and expert representation.

We're proud to call Gold, Khourey & Turak a long-time member of the M6 Technologies family, and we're honored to support a firm that shares our values of trust, integrity, and service.

Vendor Management & Oversight: Why It Matters More Than Ever in IT Software Support

By: M6 Secure Outcomes Team Collaboration

In today's complex IT environments, M6 relies on a web of third-party software support vendors to keep systems running smoothly, securely, and up to date. But simply partnering with a vendor isn't enough, effective vendor management and oversight are essential to ensure our business is protected, compliant, and receiving the value we're paying for.

At its core, vendor management means more than tracking expiration dates and invoices. It involves ongoing evaluation of vendor performance, alignment with our goals, and maintaining visibility into how these third parties interact with our IT environment. Without this level of oversight, we'd be putting trust in systems we don't fully control and that's a recipe for risk.

Here's why oversight matters:

- **Security and Compliance Risks:** Every vendor relationship creates a potential attack vector. Poor patching practices, outdated software, or misconfigured integrations can all introduce vulnerabilities. Regular reviews and security assessments of our vendors help ensure they meet our cybersecurity and compliance standards. This point is especially important if you're operating under frameworks like CIS Controls, HIPAA, or SOC 2.
- **Service Accountability:** Software support vendors can vary greatly in responsiveness and technical depth. If we're not tracking ticket metrics, resolution times, or SLA adherence, we could be wasting time and money without realizing it. Good oversight means holding vendors accountable to deliver what they promised, and replacing those who consistently underperform.
- **Operational Continuity:** Many businesses discover the hard way that they're overly dependent on a single vendor, whether it's a proprietary platform, a niche piece of software, or a specialized support firm. Regular vendor reviews can help identify these risks and ensure we have contingencies or alternative solutions in place.
- **Cost Control:** Unchecked vendor sprawl leads to duplicated services, unused licenses, and rising subscription costs. Proactive management allows us to streamline our stack, renegotiate contracts, and ensure we're only paying for what we actually use.

At M6 Technologies, we emphasize vendor management as a core part of our service strategy. We establish internal structured vendor review processes, integrate vendor performance metrics into IT reporting, and ensure third-party support teams align with our broader business goals, not just technical fixes.

Software vendors may be external to our organization, but their impact is very much internal. When they're tightly managed and transparently monitored, they can be strategic allies. When they're ignored or left unchecked, they can become silent liabilities.



M6

Digest IT

Core Pillars

White Glove Service: The M6 Touch, our “White Glove Service,” is what differentiates us. It is what our clients expect and deserve.

Integrity: We are always honest and truthful with each other, our clients and our vendors. Integrity is our guiding moral principle.

Zeal: We are energetic and passionate about our careers and the service we provide our clients.

Accountability: We demand accountability. We are honest and ethical in our conduct with each other, our clients and our vendors. We accept responsibility and take ownership.

Reliable: We do what we say we’ll do. You can count on M6 to do the right thing all the time, every time.

Diligent: We work hard, carefully and energetically. We are your steady IT support team.

Success: We succeed when our clients succeed. It’s why we are in business, to provide unparalleled service to our clients.

Let M6 be your IT
WIZARDS

From the Desk of...

Bill Mulcahey

To Work or Not to Work

For many of us, what we do for a living becomes a big part of who we are. Some people spend decades in the same vocation, at the same company, mastering their craft and building strong bonds with their “work family.” Others treat their careers as steppingstones, gathering skills and experiences as they seek better pay, new challenges, or simply a change of scenery. I’ve even heard people say, “If you’ve been in a job for more than three to five years, it’s time to move on.”

Then there are the workaholics, the folks who live for their job, their business, or the mission they serve. And you know what? There’s no right or wrong here. If the shoe fits, lace it up and get to work.

Personally, I’ve always viewed work as a tool to build the life I want to live. I’ve been fortunate to have a career that’s both fulfilling and flexible enough to allow for a great personal life. No regrets there. But like everything else in life, change is inevitable and as retirement age edges closer, the question starts to creep in: **What comes next?**

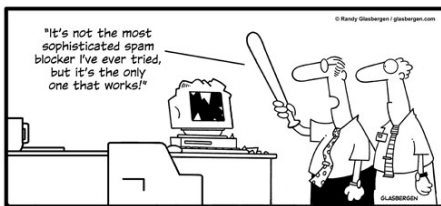
That can be a nerve-racking thought. For those of us who’ve worked our entire lives, the idea of slowing down, or stopping altogether, feels foreign. I know that when I retire, I won’t be content to just sit on the porch and watch the sun rise and set. I’ll need something to do, something meaningful, to help define who I am in that next chapter.

My dad practiced law until he was 93. He was good at it, and it gave him purpose. Whether he kept going because he loved the work, needed the structure, or just enjoyed staying sharp and connected I can’t say for sure. But it suited him.

Now, I’m not saying I plan to be knee-deep in IT at 93 (heaven help the M6 Team and our clients if that happens), but I do know I’ll be doing something. Work or not, we all need a reason to get up in the morning and maybe that’s the real definition of vocation: not just what we do, but why we do it.

Business Read: “The Advice Trap” by Michael Bungay Stainer

Personal Read: “Beyond the Yoi” by Dan Joseph with Elizabeth Cope



This quarter’s comic was submitted by ? Jennifer Angel

M6

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Our Mission Statement

M6 Technologies strives to be the premier security-focused MSP for small businesses in the Pittsburgh, Pennsylvania region.

We will accomplish this by delivering expert and attentive support to our clients through well-trained, honest and accountable Client Service Advocates. We will continually educate ourselves on existing and new technologies so we can design, implement and manage the best secure IT solutions. M6 Technologies makes every effort to be your trusted strategic IT partner dedicated to your overall success.