

Digest IT

We Take “IT” Seriously

The Peer Group Experience - by Jennifer Angel

What is a Peer Group?

When I was first approached by Bill Mulcahey to join a peer group specifically dedicated to and designed for Client Service Coordinators in the managed service provider (“MSP”) industry, my immediate reaction was that this was going to be a colossal waste of my time. How could I possibly benefit from this membership? I am happy to say that I couldn’t have been more wrong. I am now in my third year of membership with MSP-Ignite Peer Group Tau. Not only have I learned from and shared a tremendous amount with the facilitator and seven peer members in the group, but I’ve also made eight lifelong friends!

The group meets virtually for two hours once a month and in person every March and September for two full days in Chicago. During these meetings, each peer member has a designated amount of time in which to share both successes and challenges experienced in their respective positions, and to present any questions or “asks” to the group with which they might currently be struggling or on which they require input or collaboration. Often, each peer member finds that they are in similar or even the same challenging situations in their respective workplaces. Accountability to one’s goals is a very important aspect of a peer group and contributes in large part to the individual peer member’s success and the success of the peer group as a whole. A facilitator helps to mold and drive meeting discussions around well-defined topics and issues, but a well-prepared peer member is a successful peer member!

Those who know me well, know that I do not like to fly, nor do I like to travel by myself. Membership in this peer group has forced me to do both. It has not only benefited me professionally; it has helped me develop into a more confident person and overall leader. I would recommend membership in a peer group to anyone looking to advance their career and elevate their management skills.



<https://msp-ignite.com>



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Special Points of Interest

- The Peer Group Experience on the cover.
- The M6 SOC on Page 2.
- See page 3 for our Client Spotlight.
- Our “refreshed” Core Pillars appear on page 4.

Highlights

Introducing the M6 SOC

No we did not misspell SOC and no we are not giving away socks like we did at our 20th anniversary party. Thank you, by the way, to our valued partner, Barracuda MSP, for the colorful and popular SWAG item.

The last M6 newsletter had a lot to do with acronyms. It did not, however, include SOC, which was by design. We didn't want give away any hint to this introduction. SOC stands for "Security Operations Center." Below is the professional definition of a SOC.

"A security operations center is a facility that houses an information security team responsible for monitoring and analyzing an organization's security posture on an ongoing basis. The SOC team's goal is to detect, analyze and respond to cybersecurity incidents using a combination of technology solutions and a strong set of processes. The center is typically staffed with security analysts, engineers and managers that work closely with incident response teams to ensure security issues are addressed quickly upon discovery."

Wow, these are a lot of words within which the true meaning might get lost. We're here to clarify the definition. Simply put, it means that M6 Technologies has your back! We have agreed with one of our strategic partners to offer SOC services to our valued clients. It is an awesome opportunity to add this important security service as an additional layer of protection for your businesses.

Unfortunately, at this time, it should be considered as an essential service rather than an optional one.

M6 News and Updates

Nick DeRose to Marry His High School Sweetheart

Nick DeRose, Network Technician and Security Team Lead for M6, and his fiancé, Kathleen Lageman, will wed on Saturday, July 9, 2022. Here, in his own words, is Nick's engagement story:

"One night in December of 2020, Nick returned home to surprise his high school sweetheart, Kathleen, with a little gray kitten. Little did Kathleen know...the kitten had a ring around its collar! Luckily for Nick, Kathleen said yes, and they have been planning their wedding ever since! The couple will say their "I do's" at the chapel of their alma mater, Duquesne University, with a reception immediately following the ceremony. They are heading to the beaches of Jamaica for their honeymoon."

Please join us in wishing Nick and Kathleen the best of luck as they embark on their new life together.



Welcome Shannon



M6 Technologies is excited to introduce the newest member of its team, Shannon Pearsall.

Shannon joined M6 shortly after graduating from the Cybersecurity Associate of Science Program with highest honors from the Community College of Allegheny County. She plans to transfer her Cybersecurity A.S. over to Robert Morris University to begin studying for her Bachelor of Science in Cybersecurity this fall. She is also scheduled to take her Network+ Certification exam in May of this year.

Shannon is a veteran of the United States Air Force, where she learned to read, write and speak the Arabic language for her position as a language analyst. She is also a mother to Solomon, her bright and strong-willed son, with whom she loves to spend quality time and teach. In her spare time, Shannon loves to regularly train Brazilian jiu-jitsu at a local academy in Pittsburgh, and spend as much time outdoors as possible. She also enjoys teaching herself technologies about which she is interested in learning.



M6 Client Spotlight

by Bill Mulcahey

The Top 10 Cyber Threats for 2022

- **Social Engineering** - This threat exploits social interaction, typically on social media sites, to gain access to valuable data. It is considered a top threat in 2022.
- **Third Party Exposure** - Data breaches of third party services such as payment processing centers. Even if a breach or an attack originates with the third party you may be liable!
- **Patch Management** - Not staying up to date with software patches is a huge risk.
- **Cloud Vulnerabilities** - Denial of Service (DoS) and Hijacking can prevent users from accessing their data.
- **Ransomware** - These attacks are a huge risk and are on the rise. Still today, 60% of small businesses go out of business within six months of a cyber breach.
- **Mistaking Compliance for Protection** - Meeting compliance standards is NOT the same as protection!
- **Lack of Employee Training** - Security Awareness Training is a must. Eighty-eight percent of data breach incidents are caused by employee mistakes.
- **Lack of Cyber Risk Management Controls** - Having controls in place to mitigate risk for common attacks is a must.
- **IoT** - The growing use of the Internet of Things also makes them vulnerable!
- **Outdated Hardware** - Enough said!



Colleran & Company, CPA P.C.
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Colleran and Company, CPA P.C. was founded in 1989 by Bob Colleran, the managing shareholder of the firm. He and his team have provided a full range of services to their business clients for over 30 years. Colleran & Company focuses on servicing closely-held companies and their owners. They provide a broad range of services from accounting and

valuation services, comprehensive payroll services (including handling all payroll tax scheduling and the required tax return preparations), business tax return preparations to personal income tax return preparation for the business owners and more. Colleran & Company is a premier boutique accounting firm and they painstakingly treat and take care of their clients like family. How do we know so much about Bob and his firm? Bob and his team are original members of the M6 family! In fact, Colleran & Company was our first official client. Bob was also instrumental in assisting with the organizational structuring of M6 Technologies back in 2001. Not only do we call Colleran and Company our client, but they call us their client as well. M6 relies on Bob and his staff for all of its accounting needs.

If you or your business is in need of professional accounting services, I would highly recommend Bob and his team. Not only are they true professionals, but Bob is a true friend.

Client Referral Program

Did you know that M6 Technologies has a Client Referral Program? If one of our clients or a member of their team refers a business to us and we onboard them, our client receives a credit in the amount of the referred business' monthly managed services fee! The credit could equal an entire month of managed services for free!

It's a win / win proposition! The M6 family grows and you save money. Begin saving today!



This quarter's comic was submitted by Mitchell Kelman.

M6

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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.

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

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

Successful: We succeed when our clients succeed. That’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

There is not a single topic on which I can share my thoughts that will be of much significance when compared to what is happening in the Ukraine. Most would think that humankind should be able to live peacefully and respectfully together at this point in time. The loss of life, family and normalcy as well as the destruction of so much is unimaginable and inexcusable. But, unfortunately, evil does exist in this world and right now it is on full display.

Often times evil lurks in the dark without displaying any of its “cards”. Most of the IT industry has been blasted with warnings from our security partners, trade blogs and bulletins and the Federal Government’s security agencies about a major uptick in cyber attacks and the fact that they are only going to get worse. In the early stages of this mess, the “threat actors” were concentrating their efforts on the infrastructure in the Ukraine and Eastern Europe but are now beginning to widen their scope. There is chatter that these early attacks were tests so that the criminals could hone their skills to go after bigger and more lucrative targets in the European Union, Great Britain and the United States. Additional chatter indicates that as Putin and his allies feel the affect of the sanctions in place, they’ll have their thugs go after businesses, including small businesses. The thought is that the ransom payment will help fill the void of their “normal” revenue stream.

M6 has always stayed on top of our security tools and offerings to make sure that they are relevant and protect us and our clients. As mentioned in the “Highlights” section on page 2, we have a fully functional Security Operations Center manned 24/7/365. This service coupled with the ability to prohibit changes to or installations of anything on all endpoints without approval greatly increases our ability to protect your (and our) resources. We began testing these security services in January and are now using them in full production mode in our office. We not only encourage, but strongly recommend that you consider adding these valuable services. They will immediately strengthen your business’ security posture by helping to prevent cyber evils from entering your systems. But, in the unlikely event of a successful breach, they will also help strengthen your position with your insurance carrier when making a claim against your cyber insurance policy. Please contact us immediately for more information.

Business Read: “Power vs. Force” by David R. Hawkins, M.D. Ph.D.

Personal Read: “Satchel - The Life and Times of an American Legend ” by Larry Tye

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Our Mission Statement

M6 Technologies strives to be the premier MSP and IT Service Provider 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 IT solutions. M6 Technologies makes every effort to be your trusted strategic IT partner dedicated to your overall success.