Reduce Cyber Risk & Increase Revenue

TRUSTED MANAGED IT SOLUTIONS FOR STAFFING AGENCIES

SMARTSOURCE

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more Cybersecurity Risks than before the Pandemic

Cybersecurity has become an even larger issue for staffing companies today than it was pre-pandemic.

Criminals are looking for low-hanging fruit, and "Ransomware as a Service" platforms are making it easier than ever for hackers to cripple organizations.

It's a sensitive time for all companies, but for staffing companies in particular, we note that:

- In its "Global Risks Report 2023," The World Economic Forum lists cybercrime and cyber insecurity as the eighth-most clear and present danger (behind climate change, livelihood crises, and extreme weather events) the world will face over the next decade.
- In addition, the wide-scale prevelance of virtual workers have exponentially increased the "attack surface" for would-be cybercriminals.

Cyber Vulnerabilities in the Staffing Industry

As the staffing industry continues to emerge from the pandemic in a time of high inflation and economic uncertainty, many staffing firms may be distracted or unaware of the potential cyber risks of today's dispersed workforce.

Busy talent using the same username/password combinations across multiple accounts can become victims of **credential stuffing**, a form of cyberattack whereby hackers use previously stolen username and password combinations to gain access to other accounts.

In addition, although most major video conferencing platforms have taken measures to prevent intrusions, hackers may still be able to obtain confidential or sensitive information from participants.

That information is then sold to another party or made available to the public to damage the company's reputation.

$5,600

average cost per minute of network downtime

Other cybersecurity and data privacy threats include:

- **Ransomware**—malware software that holds an organization's data or access "hostage" in exchange for money (usually paid in cryptocurrency).
- **Business email compromise**—a tactic in which the attacker, posing as someone the recipient knows and trusts, requests a transaction (wire transfer, for example) or information that defrauds the organization.
- **Spearfishing**—an email campaign targeting a specific person or group that exploits recipients' known interests and contains an attachment or link, which exposes the target to malicious software when opened or clicked.
- **Big data dumps**—a massive data breach in which customers' personal information or passwords are stolen from an organization and offered for sale on the dark web.
- **Security tooling gaps**—a possible gap between the tools an organization needs to protect its data, intellectual property, and customers and the tools it has in place.

the ROI of Managed IT Services

According to Gartner, network downtime can cost businesses an average of $5,600 per minute, or more than $300,000 per hour.

In addition, recent studies by IBM show that a single data breach in 2022 cost companies an average of $4.35 million, the highest average total cost in the 18-year history of its annual report.

That same study showed that remote work due to COVID-19 actually increased that average cost by another $1 million if that remote work was a factor in the breach.

These are big and startling numbers, but they're the reality of the cyber world we live in today. And considering the sensitive files and documents that many staffing agencies handle every day, any downtime or data breach could prove disastrous.

$4.35 million

the average cost of a single data breach in the United States in 2022, a new global record

Preparation and early detection are key to prevent these worst-case scenarios.

That leaves many firms and companies in the staffing industry the choice to either build and finance an in-house team of IT experts, or to outsource those operations to a managed services provider (MSP).

While there are certain efficiencies and controls that companies can gain with an in-house team, MSPs are often better capable and equipped to reduce costs more efficiently because their team already has a wide range of resources and services in place to serve multiple clients and various situations.

Therefore, they can pass these economies of scale to your operations, while still giving you access to full-service, round-the-clock monitoring and support and a fully equipped team of professionals to manage your IT.

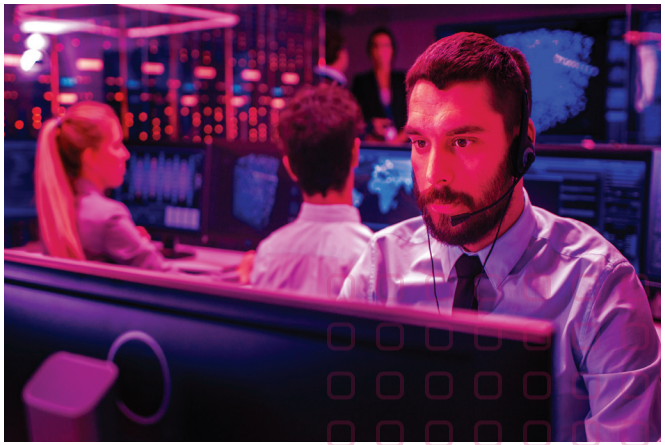
Outsourcing your IT department
It takes a broad range of IT experts to deliver high-performing IT capabilities, not just one technology person. Depending on your situation, it might make sense to outsource your IT functions to a managed services provider (MSP), rather than building and managing an in-house team.

Look for an industry leader that excels in IT solutions and support, who will tailor their services to fit your needs so you can stay focused on your core business.

Scalability and coverage
You need boots on the ground throughout North America that are ready to support your business, any time and in any location.

Technical knowledge and industry experience
Sound technical knowledge, deep industry experience and leadership are essential aspects of an IT partner. You need an expert team that sticks with you from planning to execution to ensure every detail is covered.

what to look for in a **Managed Services Partner**



Advanced technology landscape

Consider a partner that has an expansive network of leading technology vendors that can help tackle any scenario and answer any need.

In addition, they should employ integrated solutions that proactively monitor and secure your IT environment using automation and artificial intelligent (AI) threat detection technology, while also deploying a backup/disaster recovery (BDR) solution that ensures the lowest recovery time objective (RTO) for your company.

Unparalleled service & support

Your preferred partner should also offer a U.S.-based Network Operations Center (NOC) and Security Operations Center (SOC) that operate 24x7x365, monitoring critical infrastructure and responding to any incidents.

our approach to **Managed IT Services**

SmartSource believes every organization deserves technology that works for them and not against them. That's why we apply an **Advise, Deliver and Manage** approach to help determine the most effective solution for your business.

We don't force you to use an off-the-shelf, cookie-cutter solution stack. Instead, we listen to you and create a customized plan that is based on your company's unique business needs, regulatory requirements and current business applications.

From IT monitoring and management to security and threat protection and disaster recovery with 24x7 NOC and SOC support, we understand what's required for people, processes and technology to effectively interact so your organization's strategic goals can be met.

a partner to the Staffing Industry

SmartSource is ready to become your outsourced IT solutions and trusted tech partner, helping you meet your business goals.

With deep expertise and specialization in the staffing industry, we understand your unique needs and situations. We're committed to providing you with:

- A broad scope of managed IT services
- Cutting-edge solutions
- 24x7 network & security operations
- Rock-solid technical expertise
- Nationwide coverage
- Flexibility & scalability
- Service level agreements (SLAs)
- Access to the latest technology

CONTACT US

Jeremy Lyon | 480-692-3508
jlyon@thesmartsource.com
TheSmartSource.com/Staffing