



March 2023

PH: 508.324.9475 [www.mtsolutions.net](http://www.mtsolutions.net)

## Tech Times

monthly newsletter

**In this Edition:** Patching – A Core Component of Managed Services and Cyber Security, Cybercrime Losses Exceeded \$10 Billion in 2022: FBI, News & Tips, Customers are saying?

### Services Spotlight



#### **Patching – A Core Component of Managed Services and Cyber Security**

We recently held a Cyber Insurance and Cyber Security webinar and had an opportunity to speak with Lewis Pope, a Head Nerd at N-able. N-able is a leading provider of network management systems and tools and a key partner for MTSi.

One of the key points Lewis made was about the importance of a centralized system for managing patches and updates to protect your environment against cyber criminals. “A lot of people think updates are automatically taken care of by Windows,” Lewis said. “But a large percentage of attacks are taking advantage of vulnerabilities in systems where a patch or an update has been released for months, but not applied. If the update was applied, the vulnerability would not have existed and the attack would not have been successful.”



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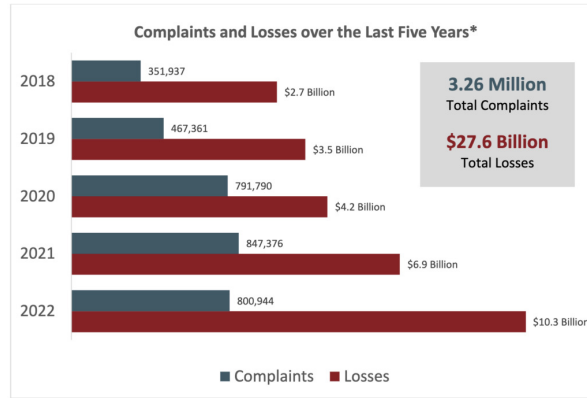
**2023 Cyber-Security Trends:**

# Cybercrime Losses Exceeded \$10 Billion in 2022: FBI

The FBI received more than 800,000 cybercrime-related complaints in 2022, with losses totaling over \$10 billion.

The IC3's 2022 Internet Crime Report shows that while the number of complaints was smaller compared to 2021, losses increased from \$6.9 billion to \$10.3 billion. In the past five years, the agency received a total of 3.26 million complaints for \$27.6 billion in losses.

The top five types of cyber-related crimes in 2022 were phishing (300k complaints), personal data breach (58k complaints), non-payment/non-delivery scams (51k), extortion (39k), and tech support scams (32k).



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## News & Tips

- **Hackers use stolen student data against Minneapolis schools in brazen new threat**
- **City of Oakland declares state of emergency after ransomware attack**
- **Ransomware Attacks are on the Rise**
- **Ransomware Attacks Have Entered a 'Heinous' New Phase**

[Provide Feedback](#)

## What are our customers saying?

Survey Score: **5.00 out of 5.00**

**Question:** Was the issue resolved or work completed to your satisfaction?  
Response: 5

**Question:** What could we have done to better meet your expectations?  
Response: Very good job!

**Question:** How would you rate the support representative's ability?  
Response: 5



<https://www.mtsolutions.net/>  
Ph: 508.324.9475  
[sales@mtsolutions.net](mailto:sales@mtsolutions.net)

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