



July 2021



## Cyber Attacks Can Happen Anytime: Everything you need to know about the July 4 holiday Kaseya Ransomware Attack



The July 4th holiday was supposed to be a relaxing time for friends and family...until it wasn't. You may have read the news that some MSPs and direct customers who used Kaseya software were affected by a cyber-attack starting on Friday, July 2. I am glad to tell you that none of Packet Fusion's customers were affected due to the swift actions of our support team led by Kevin Sabonis, Gary Conner and Ryan Dyla who spent their holiday weekend working with customers and keeping them up to date on the latest developments.

Packet Fusion quickly took action to mitigate any spread of the attack. We immediately shut down our Kaseya server, the remote management and monitoring software that was targeted, which prevented it from propagating any harmful software out to our other managed servers, and subsequently our customers' environments.

We'd love to hear from you. Feel free to reach out to Packet Fusion Support – you can always open a case in our support portal or give us a call at 925-701-2020. When calling for support, please note we've added a new option in our support menu. When prompted, press 1 to access our Kaseya group for all your Kaseya related issues.

Learn more about the Kaseya situation [Click here](#)



### Mitel On-Prem Connect Roadmap: How to Extend the Life of Your System

Join us on **Wednesday, July 14th 12:00 PM PT** as we welcome Mitel executives and Packet Fusion's CEO Matt Pingatore at an interactive one-hour discussion presented exclusively to Packet Fusion's

customers. Come learn about the options to optimize your system and get more life and functionality out of your investment. Give us your input and get lunch on us.\*

[Register Today](#)



## zoomphone

### Zoom Phone Certified Integrator Program

We've built our reputation by offering customers only the best solutions that truly fit their needs - and we'd never recommend a technology we wouldn't use ourselves. Case in point is Zoom Phone and Genesys.

Zoom Phone is a flexible and secure solution natively built for the Zoom platform and I can tell you from experience the seamless integration with our Genesys contact center is fantastic.

We recently became a Zoom Phone Integrator, so we can offer you the same seamless experience to help you address the new hybrid model of remote, office, and work-from-anywhere employees.

If you'd like to know more, give me a call: 925-701-2015.



### [Scott Kinka: The Rise of the Digital Workspace](#)

Listen to this episode from AVANT Technology Insights with Ken Presti on Spotify. The Work-from-Anywhere model has inspired the rapid emergence of the Digital Workspace. In this episode, Scott Kinka of EvolveIP discusses the opportunity to differentiate your company, the lessons of Covid, how IT is changing, and more.

### **Microsoft Teams and Mitel Connect Prem (MiVoice Connect) - Hybrid Approach**

As of June 16<sup>th</sup> 2021, Mitel has announced General Availability of the integration of Microsoft Teams client and Mitel Connect (premise). Teams is the client and Mitel is the underlying infrastructure for dialtone.

Customers who want to experiment, migrate to or create a hybrid environment with Teams and Mitel can now do so with a minimal investment.

[Please click the link to see what is required for this integration](#)



## Maximize the CCaaS Landscape

AVANT Research & Analytics has released [the latest 6-12 Report on Contact Center as a Service](#), better known as CCaaS, a cloud-based offering that combines the voice connectivity of legacy call centers with digital channels, text messaging and social media.

### Key Takeaways

- The global CCaaS currently accounts for more than \$3 billion; some predict sales will reach about \$10.5 billion by 2027.
- While Covid-19 stimulated the CCaaS market, Artificial Intelligence (AI) has emerged as a key factor in energizing uptake.
- Although some companies may adopt an exclusively work-from-home structure, most will use a 60-40 mix, with at least 40% of employees working remotely.

[Download the Report Here.](#)

## Resources to Help You Make Informed Decisions

**Info Gallery:** Our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security, and collaboration are updated regularly.

**Lunch & Learns:** Our popular monthly webinar series covers a wide range of topics from industry trends to leading solutions from companies such as Genesys, Zoom, Mitel and more.

**Tech Talks:** Packet Fusion engineers cover a wide range of in-depth technical topics.

**Technical Explainers:** Technical explainers cover complex topics at a high level in an easy-to-understand way.

If you have questions on any information in this newsletter, please reach out to your Packet Fusion representative.

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