



October 2020

## Trick or Treat? Let Us Help You Avoid the Tricks

It's that time of year when your doorbell rings and little ghosts and goblins hit you up for a treat. One thing is certain--you don't want a visitor to come knocking with a nasty trick, like ransomware, malware, or denial of service attack. So, in the spirit of the season (pun intended), we're sharing some information about security.



[Check out the Info Gallery.](#)

Here you'll find information on our featured vendor, Trustwave, as well as Cato, Cloudflare, Masergy, Synoptek, and RapidScale.

Read the blog posts:

[Tomorrow's Network: Fast, Secure, and Cloud-Driven](#)

All servers in the cloud. All users working from networks you don't own or manage. If that's not your current reality, eventually it will be. Are you ready?

[Examine your Security Maturity](#)

60% of small and medium businesses who are hacked go out of business after six months. Here's how to protect your data and network.

[Why Layers Are So Important to Security](#)

Check out our guide to the essential security you need at each layer of your network.

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## Mitel in the Know

Welcome to our new feature highlighting Mitel technical tips, insights, and information so you are always “in the know” about your Mitel/ShoreTel solutions. The full articles are available in the [Info Gallery](#).

### Mitel Connect and TLS 1.2

TLS 1.2 is supported in the most recent version of Connect (22.12.7211.0) that will be generally available (GA) by the end of September 2020. As a participant in Mitel’s beta program, Packet Fusion is currently running this code and it’s running smoothly. [Here’s what you need to do to take advantage of TLS 1.2.](#)

### Virtual licenses for free? Upgrade to Cloud with Free Phones?

Here’s the inside scoop on [Mitel’s Speedway Program](#).

### December Deadline: Mobility Router / Edge Gateway / SA100/400 will not be able to be administered by End of Year

Adobe Flash will reach End of Life on December 31, 2020. What does that mean for you and Mitel Connect? We cover the latest info to [help you get ahead of the curve.](#)

### Do you use Active Directory with Connect? If so, you need to know this.

Microsoft has announced that soon they will depreciate LDAP in favor of LDAP-S, which is much more secure. Active Directory (AD) uses different ports for LDAP vs. LDAP-S which means that when LDAP is disabled some work will need to be done on your network and on your Mitel system to ensure that AD integration continues to function. [Here’s what you need to know.](#)

Moving to the cloud? We can help you decide exactly what you need, how to budget for it, and how you’ll reach the end result—all at no added cost.

Here’s how:



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## Vendor Focus: Trustwave



We have been partnering with Trustwave to help empower our sales and engineering professionals with cybersecurity knowledge while offering Packet Fusion clients more options on keeping their businesses safe. Packet Fusion's UCaaS and CCaaS clients, for example, should be implementing additional cybersecurity resources to protect the expansion of their network and their cloud communications systems specifically. There are also many other areas in modern business where cybersecurity is a must-have, not a nice-to-have.

With the large majority of business being conducted from remote environments—home offices, kitchen tables, and the like—it is extraordinarily important for organizations to be aware of the ever-increasing and most current threats to their network and their business. Packet Fusion relies on Trustwave, the leading cybersecurity managed security services provider- with customers in 96 countries. Trustwave's comprehensive portfolio of managed security services, consulting and professional services, and data protection technology helps businesses fight cybercrime, protect their data, reduce security risks, and ensure that their digital transformation happens securely.

Trustwave's strong partner ecosystem enables Packet Fusion and other top technology partners to offer a variety of the best and most up-to-date managed security services to enterprises worldwide. Their impressive roster of partners includes Microsoft, Palo Alto Networks, Netskope, Cybereason, Akamai, VMware Carbon Black, and Fortinet among others.

“Partnership is a process built on long-term application of solid customer service, excellent solutions and efficient delivery of product and services. As Trustwave and Packet Fusion expand our outreach to joint customers, we are confident this team will help clients improve and defend their organizations from the many cyber threats that exist today and operate globally,” said Daniel A. Cabrera, Sr. Channel Manager for Trustwave.

For more information on Trustwave, visit our [Info Gallery](#) or <https://www.trustwave.com/en-us/>

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## Trustwave Lunch & Learn



Thursday, October 29, 2020

12:00 PM, PDT

[Register Here](#)

Trustwave and Packet Fusion will be talking all things security, specifically focusing on

how your threat landscape has changed since going remote.

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## Customers Are Saying...



*"Kevin did a great job on helping to get this issue resolved, I appreciate his help and expertise."*

-City of Santa Rosa



*"They worked very diligently to get us up and running again!"*

-San Diego County Bar Association



**West Valley - Mission**

Community College District

*"Drek was just what I needed in a tech. He explained the problem and the solution in a clear concise manner and we also spoke on other issues we were experiencing. I would request and trust the service advice this tech gives"*

-West Valley Mission College

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## 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 is updated regularly.

[Lunch & Learns](#): Monthly webinars featuring trends and insights from the leaders in tech solutions.

[Tech Talks](#): A series of technical "How-To's" and discussions.

## CONNECT WITH US



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