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Flagship Solutions Group eNewsletter

**This year your company will face new kinds of risks.
Are you prepared for them?**

Assess your company's IT risk exposure today!

Without a proper IT assessment, you may not find hidden vulnerabilities and business resiliency gaps – until they happen to you. With the insight provided by IBM's assessment tools, you can identify and fix the gaps in your approach to business resilience. You've got nothing to lose and everything to gain by using the Business Continuity and Resiliency Self-Assessment Tool. In five short minutes, this easy-to-use online tool will deliver an outline of your company's exposure to a variety of business, data, and event-driven risks.

[Click here](#) to start using the IBM [business continuity and resiliency self-assessment tool](#) to review your IT readiness for a variety of adverse scenarios that could threaten your company's operations. Answer a few simple questions and receive a graphical red, green, and yellow summary showing where you may be at risk.

To learn more about how Flagship can provide you with a comprehensive best-practices approach to business resilience and risk mitigation, contact Flagship Solutions Group at **(561) 208-FY11 (3941)** or visit www.flagshipsg.com.

Upcoming Event:

Become a Miami Dolphins "Insider" –



**Enjoy a Once-In-a-Lifetime Opportunity
To Put Yourself "Inside"
The Miami Dolphins Locker Room!**

Join Flagship for a Unique Experience!

Join us at 6:00 PM on June 17th to get an exclusive tour of the Dolphins lockers and facilities. See where the players suit up for home games, hear inspiring speeches from their coaches, and store their equipment between games. You'll get your picture taken and be eligible to receive a customized Miami Dolphins jersey with your name on the back.

You'll have the opportunity to hear how IBM System X technology can improve application performance, simplify your IT deployment, and reduce costs and complexity. Flagship will show you how to breathe new life into your IT operations. You'll learn about Tivoli Foundations Service Manager and how it can improve your

operational efficiency and service delivery by enabling a single point of management which automates service requests, incident reports, and problem resolutions.

There is no cost to attend this informative seminar in a truly unique venue, but seating is extremely limited.

Date: June 17, 2010

Time: 6 – 8:30 PM

Locations: Sun Life Stadium

Drinks and appetizers will be served.

This event is by invitation only. [Register here.](#)

88% of Fortune 500 Infected By Zeus Botnet



The RSA CyberCrime Intelligence Service, powered by the Anti-Fraud Command Center, found that 88 percent of Fortune 500 companies – 441 total – had their systems penetrated by the banking Zeus botnet, while 60 percent of the firms – totaling 299 – experienced stolen email account information as a result of their infection.

The Zeus Trojan generally invades a user's computer through a malicious download, usually delivered through some form of social engineering scheme. Once on a victim's computer, the Zeus malware can capture a wide array of sensitive data and credentials, including legal documents, health-care records, and intellectual property, in addition to financial information such as banking and credit card numbers. The stolen data is sent to a botnet command and control server, which stores the information and later forwards it to its masters.

According to a SecureWorks Threat Analysis report, Zeus is likely the primary tool most utilized by criminals in banking crimes, and is sold in the criminal underground as a kit that runs anywhere from \$3,000 to \$4,000.

Among other things, the notorious botnet can steal data submitted in HTTP responses, capture account credentials stored in Windows Protected Storage, steal FTP and POP account credentials, lift and delete HTTP and Flash cookies, redirect victims from safe websites to ones controlled by the attacker, take screenshots and scrape HTML data from target sites, search for and upload files from an infected computer, download and execute malicious programs, and delete registry keys.

Security experts say that cyber criminals are increasingly relying on information-stealing Trojans such as Zeus to access corporate information other than credit card numbers and personal identities.

"We are seeing a celestial alignment within the world of online fraud which means that a much broader segment of corporate Internet users are being targeted by criminals who are looking to steal more than just credit card numbers and consumer identities," said Uri Rivner, head of new cybercrime technology for RSA, in a

statement. Rivner said that sophisticated Trojans such as Zeus are detected less than 45 percent of the time.

Contact Flagship Solutions Group at **(561) 208-FYI1 (3941)** or go to www.flagshipsg.com to see how we can help make sure that the Zeus botnet, and other malicious threats, do not impact your Company.

Businesses Embracing SAAS, Managed Services

By Nathan Eddy
1/19/2010



A report from the Computing Technology Industry Association (CompTIA), a non-profit information technology trade association, reveals that small to medium-size businesses (SMBs) are becoming more sophisticated in their technology purchases and are embracing solutions such as Software As A Service (SAAS) and managed services. A survey of more than 400 SMBs across the United States found nearly 30 percent of them plan to implement SAAS solutions in 2010 to lower costs and maintain their competitive edge, up from 22 percent and 14 percent, respectively, in the two prior years.

Thirty percent of SMBs said they intend to implement managed services solutions in 2010. Since 42 percent of SMBs do not have a formal IT department, relying instead on workers handling IT needs on a part-time basis, CompTIA Vice President of Research Tim Herbert said the managed services model is ideally suited to fill this skills gap. Herbert said the CompTIA study also indicates SMBs are placing increasing importance on technology solutions that drive revenues, produce immediate results to the bottom line, and have a direct positive impact on the customer's experience.

This is reflected in their growing adoption of enterprise resource planning (ERP), customer relationship management (CRM) and other such solutions in 2009. "Between 70 percent and 80 percent of the SMBs we surveyed consider the usage of ERP, CRM and online e-commerce capabilities as strategic to their business," said Herbert. "IT solutions that are tied to instant return on investment in business communication and customer outreach efforts have the highest likelihood of adoption."

The CompTIA study also identified key core values that SMBs look for in their technology providers: 86 percent demand partners who truly understand their business needs; and 83 percent want partners who are able to provide scalable solutions. Survey responses also suggested SMBs are looking to maximize their IT investment by making better use of existing technologies, people and budgets.

Though the survey shows SMBs are somewhat upbeat about business prospects in 2010 – with seven in 10 expecting positive revenue growth – they also expressed a desire to keep current IT systems operational for a longer timeframe. Herbert said SMBs are challenged by lean IT budgets and are looking to reduce the complexity and cost of maintaining their IT infrastructure, and that the inability to integrate existing legacy products and services with emerging technologies causes anxiety.

"Technology providers may be well advised to approach SMBs with either new IT solutions that represent low perceived risk or replacement solutions that positively

impact productivity and efficiency,” Herbert said. “There’s also an opportunity to provide ongoing maintenance services to help SMBs better manage their IT systems under current business conditions.”

Contact Flagship Solutions Group at **(561) 208-FYI1 (3941)** or visit www.flagshipsg.com for more information on how we can help you better manage your IT resources with Flagship managed services.



Security Webinar Replay

More companies in the United States are skimping on security, just at a time when they are being attacked in greater numbers by cyber criminals, according to an Internet security report. Did you miss our recent webinar, [Sealing the Security Hole?](#) Learn what you can do to protect your network. [Click here](#) or go to www.flagshipsg.com for a replay of this informative webinar.

For more information about this revolutionary technology that stops malware in its tracks, contact Flagship Solutions Group at **(561) 208-FYI1 (3941)** or visit www.flagshipsg.com.

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