

# IT service provider saves the day!

*Nuñez thwarts potential cyber attack on city's computer system*

By Alison Colby-Campbell  
MethuenLife Writer

2020 has been an award-winning year for Pedro Nuñez, the CEO of IT Management Solutions, who earned both national and global business honors.

The City of Methuen recently learned first-hand just how valuable his services are, as he thwarted a potential cyber attack on the city's computer system.

City Councilor Steve Saba stated, "The City of Methuen contracted with IT Management Solutions in January 2020 to update our IT systems that were outdated and therefore susceptible to problems. While working on our systems, Pedro Nunez and IT Management Solutions jumped into action within an hour of an IT threat to the City. They coordinated with outside agencies to protect taxpayers from a potentially bad outcome."

When asked specifically about the role ITMS played in protecting the city, former Methuen resident Nuñez proceeded with obvious caution.

"I won't provide any detail about the nature of the attack or its source because that information could help hackers improve their attacks. I will say that beginning in January, we've worked hand in hand with the city and its teams to upgrade their systems to protect the city and mitigate risks and attacks," he said. "Together we help provide a multi-layer strategy of protection and then monitor it closely. That is one thing that differentiates us from many of our competitors, our constant monitoring allows us to act as a cohesive unit, to react faster and bring about success. We provide an immediate level of support at all times. That's important because when you are fighting a cyber attack, it is

a fight, an ongoing persistent battle that can be long.

"There isn't just one type of attack; there are thousands of different types and that means there is no single solution, no magic pill or fast answer. You cannot cut corners with IT. You can't drive a car with three tires," he explained.

The attack reportedly took place over the summer.

A recent visit to the reception desk of ITMS' second-floor offices in Salem, N.H., made it obvious just how busy the company has been during the pandemic. Multiple awards and certifications were spread across surfaces, waiting for a lull in work to be permanently displayed. Nuñez is understandably proud of his team and the awards, including the prestigious Inc. Magazine's "Inc. 5,000 2020," a list of the 5,000 fastest-growing private companies in America. ITMS grew 72% when comparing the company's 2016 and 2019 percentage-revenue growth. They ranked 4,473rd.

The company also ranked 29th globally among the world's Best in Class managed service providers in highly competitive "2020 Channel Futures MSP (Managed Service Providers) 501" rankings.

Nuñez explained in generalities why cyber threats are so prevalent: "Tech is often ignored by companies, at least until there is a crisis. Business owners think of it as a burden rather than an asset. We make life simpler by simplifying tech, learning about our clients' companies, and partnering with them long term so they know what they need day to day. We help companies identify their future IT needs, so their IT system grows with them."

Businesses' hesitancy to delve into refining their tech set-up is fueled in part by lack of understanding and because the equipment, requirements and options are evolving so quickly that it seems impossible to pin down even



**Pedro Nuñez of IT Management Solutions is upgrading the city's computer system. He has earned national and global business awards in 2020.**

*MethuenLife photo by Alison Colby-Campbell*

the basics, Nuñez said. Terms like Cloud Services, Hosted Solutions, Small Business Server Migration, Virtualization and VoIP Telephony have only been introduced to the vernacular in the last few years.

COVID-19, however, made IT impossible to ignore. Companies reconfigured business practices to allow employees to work from home, requiring better connectivity and heightened cyber security against threats like ransomware. The pandemic shuttered many businesses, but ITMS identified the opportunity in the calamity.

Nuñez credits the City of Methuen with making intelligent choices. The first line of defense became a joint effort with open lines of communication between ITMS and the city.

"I am happy that Methuen made the right decision to implement our recommendations. Thanks to the city leaders, they got positive results," he said.

There is more information about cyber security at ITMS' website, [itsupportboston.us](http://itsupportboston.us).

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