

## Managed Services Matrix



Infrastructure Services: Hypervisor		✓ (1/1)	✓ (1/1)	✓ (1/1)	✓ (1/1)	✓ (1/1)	✓ (1/1)
Provider	link to provider's Pathfinder profile	<a href="#">AT&amp;T</a>	<a href="#">CBTS</a>	<a href="#">Dataprise</a>	<a href="#">Involta</a>	<a href="#">Lumen</a>	<a href="#">Managed Solution</a>
Primary Line of Business	main service the provider offers	Carrier	MSP / VAR	MSP	MSP	Carrier	MSP
Year Company Established	year founded	1899 (AT&T Cybersecurity: 2007)	1995	1995	2007	1930	2002
# of Employees	in-house staff	203,000 (2,000 Cybersecurity Specialists)	2,500 (500 in Managed Services)	400	250	51,000	100
Elevator Pitch	provider's value prop	Provide connectivity for nearly 3 million businesses worldwide. Full suite of managed connectivity, VPN, SD-WAN, UCaaS and Security services.	Service Provider including Cloud Services (IaaS) & NaaS/SD-WAN groups cover various products for Mid-Market and Enterprise clients	Dataprise is a nation-wide cyber led Managed Services Provider (MSP) delivering best-in-class managed cybersecurity, managed infrastructure and DRaaS, managed end user and service desk, and managed cloud. Those services are rounded out by a robust project management office, consisting of project managers, engineers, vCIOs, and vCISOs.	Industry-leading hybrid IT, cloud computing and data center services company	Work with us to help your customers transition into the new industrial revolution - fueled by data.	Managed Solution is a 24/7/365 US-based IT support company focus on creating exceptional end user experiences.
Standalone Professional Services	ability to offer one-time engagements (NRC) [i.e. assessment, site survey, install] without requiring an ongoing managed service (MRC) commitment	pending	yes (no minimum)	yes (\$5K NRC minimum)	pending	ICB	yes (50 seat minimum)
Minimum Deal Size (Managed Services)	MRC, # users, # devices, # sites, etc.	varies by product	\$5K MRC	\$3K MRC	varies by product	\$10K MRC	100 devices
Minimum Deal Size (Pro Services)	minimum professional services engagement (one-time cost)	pending	no minimum	\$5K NRC	pending	ICB	50 devices
# Years Offered	how long the offering has been available to customers	15+ years	15+ years	15+ years	11-15 years	11-15 years	15+ years
# Managed Services Customers	# of standalone companies leveraging provider's managed services offerings	500+ customers	101-500 customers	500+ customers	500+ customers	500+ customers	101-500 customers
On-Prem Support	ability to offer onsite support and any associated requirements	yes (in-house or contracted) Locations: all regions Minimums: varies by product	yes (in-house or contracted depending on location) Locations: Canada, United States; available globally for managed SD-WAN Minimum: \$5K	yes; with a project scope (in-house or contracted) Locations: continental United States Minimums: \$10K MRC	yes (in-house or contracted) Locations: United States Minimum: \$500 MRC	yes (in-house) Locations: 10+ countries Minimum: ICB	yes (in-house) Locations: United States (CA, CO, DC, FL, GA, IL, LA, NJ, TN, TX, WA) Minimum: 4 hours (requires ongoing managed services commitment)
International Support	ability to support sites outside the US	yes (all regions) Languages: any Currencies: ICB	yes; typically remote, but may be onsite via contractors Languages: English only for US support centers; others available via third-party Currencies: CAD, EUR, GBP, USD	yes (all regions) Languages: English, Spanish Currencies: USD (customer must have office presence in the U.S.)	no	yes (10+ countries) Languages: English, Spanish; others ICB Currencies: USD, as well as European and LATAM currencies (customer must have office presence in the U.S.)	yes Languages: English Currencies: USD (customer must have office presence in the U.S.)
Carriers & Circuits	able to provide monitoring and ticket resolutions for customer's existing, third-party circuits	offered standalone	offered standalone	offered standalone	offered standalone (min. 4 circuits)	offered as part of larger deal	n/a
	remote management of			Cisco, Cisco Meraki, Fortinet, Juniper, Palo		offered as part of larger	offered as part of larger

Routers	specified product	offered standalone	Cisco, Fortinet, HPE	Alto, SonicWall, Ubiquiti (offered as part of larger deal)	Cisco (min. 5 routers)	deal (min. 150 routers)	deal
SD-WAN / SASE	remote management of specified product	offered standalone	Check Point, Cisco Meraki, Cisco SD-WAN, Fortinet, Palo Alto, VMware VeloCloud	offered as part of larger deal	VMware VeloCloud (min. 5 appliances)	offered as part of larger deal (min. 200)	n/a
Firewalls	remote management of specified product	offered standalone	Check Point, Cisco, Fortinet, HPE, Juniper, Palo Alto	Cisco Meraki, Cisco SD-WAN, Fortinet, Palo Alto, Juniper, SonicWall (offered as part of larger deal)	Palo Alto (min. 2 firewalls)	offered as part of larger deal (min. 20 firewalls)	offered as part of larger deal
Switches	remote management of specified product	offered standalone	Cisco, Cisco Meraki, Dell EMC, Fortinet, HPE, Juniper Mist	Cisco, Cisco Meraki, Dell, Fortinet, HP, Juniper, Palo Alto, Ubiquiti	Aruba, Cisco, HP (min. 5 switches)	offered as part of larger deal (min. 150 switches)	Cisco, Dell
Wi-Fi Access Point	remote management of specified product	offered standalone	Cisco, Cisco Meraki, Dell EMC, Fortinet, HPE (Aruba), Juniper Mist	Cisco, Cisco Meraki, Dell, Fortinet, HP, Juniper, Palo Alto, Ubiquiti	Aruba, Cisco, HP (min. 5 access points and 1 controller)	offered as part of larger deal (min. 500 access points)	offered as part of larger deal
Servers	remote management of specified product	n/a	Cisco, Dell EMC, HPE, IBM	Dell, HPE	Cisco UCS, Dell/EMC, HP (min. 2 servers)	offered standalone (min. 300 servers)	Dell, Windows
Storage	remote management of specified product	n/a	Dell EMC, Hitachi, HPE, IBM, Vantara	Dell/EMC	Dell/EMC, HP, Pure (min. 1 storage array)	offered as part of larger deal (min. 300 TB)	Dell, Microsoft
Hypervisor	remote management of specified product	offered standalone	Hyper-V, VMware	Hyper-V, VMware	VMware (min. 2 hosts)	offered as part of larger deal	Hyper-V, VMware (offered as part of larger deal)
Applications	remote management of specified product	n/a	off-the-shelf apps (Active Directory, IIS, Infoblox, etc.); for others, CBTS offers application monitoring	Microsoft Apps (except Dynamics); other apps ICB	n/a	offered as part of larger deal	offered as part of larger deal
Microsoft 365	remote management of specified product	n/a	Business Intelligence, Power Apps, Teams	offered standalone	n/a	n/a	offered standalone
Google Workspace	remote management of specified product	n/a	n/a	offered standalone	n/a	n/a	n/a
Operating System	remote management of specified product	n/a	Linux, Windows	Linux, Mac, Windows	Linux, Windows (min. 2 servers)	offered as part of larger deal	Mac, Windows
Patch Management	remote management of specified product	offered standalone	most major operating systems and applications	Auvik (Network), Kaseya (RMM)	Linux, Windows (min. 2 servers)	n/a	ConnectWise Manage (Continuum)
Database	remote management of specified product	n/a	AWS Aurora, AWS DynamoDB, AWS RDS, Azure Database for MySQL, Azure Database for PostgreSQL, Azure SQL Database, Azure SQL Database Edge, MSFT SQL, MySQL, PostgreSQL	Azure SQL Database, MSFT SQL	MSFT SQL (min. 1 SQL Database)	offered as part of larger deal (min. 40 instances)	Dell, Windows
AWS	remote management of specified product	n/a	AWS Advanced Consulting Partner	offered as part of larger deal	AWS Advanced Consulting Partner (min. 1 instance)	AWS Advanced Consulting Partner	n/a
Azure	remote management of specified product	n/a	Microsoft Gold Partner	offered standalone	offered standalone (min. 1 instance)	Microsoft Gold Partner	offered standalone
Google Cloud Platform	remote management of the specified product	n/a	Google Member Level	offered as part of larger deal	n/a	Google Partner Level	n/a
Backup Services	remote management of specified product	offered standalone	Commvault, IBM TSM, Veeam, Veeam NetBackup, Veeam	Veeam	Veeam, Zerto	offered as part of larger deal	Azure, Barracuda, Veeam
PBX Services	remote management of specified product	offered standalone	Avaya, Cisco; primarily as a phased move to CBTS UCaaS	n/a	n/a	n/a	n/a
End User Help Desk	direct phone/email support to end users	offered standalone	3rd party (min. \$50K MRC)	offered standalone	offered standalone (min. 5 users)	offered as part of larger deal	offered standalone
	provide temporary or permanent employees for			offered as part of larger			

Staff Augmentation	customer	offered standalone	Technical Resources	deal	n/a	n/a	offered standalone
SIEM	remote management of specified product	AlientVault	Alert Logic, Azure Sentinel, Elastic SIEM, NTT (Solutionary), Splunk	Azure Sentinel	Alert Logic	offered standalone	Perch
Endpoint Protection	remote management of specified product	SentinelOne	Check Point, Cisco, CrowdStrike, McAfee, Microsoft	CrowdStrike, Microsoft Defender	Carbon Black, SentinelOne (min. 5 endpoints)	offered as part of larger deal	SentinelOne
Identity & Access Management (IAM)	remote management of the specified product: SSO, MFA, CASB, Password Management, etc.	offered standalone	Duo, Okta	Azure AD, Duo (offered as part of larger deal)	n/a	offered as part of larger deal	Microsoft Entra Suite (InTune)

Legend

- offered as a standalone product
- offered as part of a larger opportunity