Managed Services Matrix

		edge	cbts	DATAPRISE	Quest TECHNOLOGY MANAGEMENT	splice	MANAGED SOLUTION	nexustek nt.
Network Services: Routers, SD-WAN / SASE, Switches			✔ (3/3)	✔ (3/3)	✔ (3/3)	✔ (3/3)	○ (2/3)	○ (2/3)
Applications: Microsoft 365			✔ (1/1)	✔ (1/1)	✔ (1/1)	✔ (1/1)	✔ (1/1)	✔ (1/1)
Staffing: Staff Augmentation			✔ (1/1)	✔ (1/1)	✔ (1/1)	✔ (1/1)	✔ (1/1)	✔ (1/1)
Provider	link to provider's Pathfinder profile		CBTS	Dataprise	Quest	Splice Communications	Managed Solution	NexusTek
Primary Line of Business	main service the provider offers		MSP / VAR	MSP	MSP	MSP	MSP	MSP
Year Company Established	year founded		1995	1995	1982	2002	2002	1996
# of Employees	in-house staff		2,500 (500 in Managed Services)	400	200	150	100	300
Elevator Pitch	provider's value prop		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.	Extensive portfolio of products and customized services/solutions for SMB and mid-market	Specialize in proactive managed IT services including RMM, DR, M365 CSP, NOC, remote and on-site support, help desk, project services, and infrastructure management.	Managed Solution is a 24/7/365 US-based IT support company focused on creating exceptional end user experiences.	NexusTek allows customers to focus on their core business, leaving technology headaches behind.
Standalone Professional Services	ability to offer one-time engagements (NRC) [i.e. assessment, site survey, install] without requiring an ongoing managed service (MRC) commitment		yes (no minimum)	yes ($5K NRC minimum)	yes ($5K NRC minimum; $2K NRC minimum with prepaid retainer)	yes (two hour minimum; typically $1K NRC)	yes (50 seat minimum)	yes
Minimum Deal Size (Managed Services)	MRC, # users, # devices, # sites, etc.		$5K MRC	$3K MRC	$500 MRC	10 devices	100 devices	no minimum
Minimum Deal Size (Pro Services)	minimum professional services engagement (one-time cost)		no minimum	$5K NRC	$5K NRC ($2K with prepaid retainer)	$1K NRC (two hours)	50 devices	no minimum
# Years Offered	how long the offering has been available to customers		15+ years	15+ years	15+ years	6-10 years	15+ years	no minimum
# Managed Services Customers	# of standalone companies leveraging provider's managed services offerings		101-500 customers	500+ customers	500+ customers	500+ customers	101-500 customers	500+ customers
On-Prem Support	ability to offer onsite support and any associated requirements		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: all regions Minimum: 4 hours on-site; 1 hour remote	yes (contracted) Locations: global Minimum: no minimum (price break with monthly commitment)	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)	yes (in-house or contracted) Locations: United State Minimums: $799 MRC
International Support	ability to support sites outside the US		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.)	yes (all regions) Languages: Chinese, English, Russian, Spanish, Vietnamese; others ICB Currencies: USD (customer must have office presence in the U.S.)	yes (EMEA, LATAM, North America) Languages: English Currencies: USD (customer must have office presence in the U.S.)	yes Languages: English Currencies: USD (customer must have office presence in the U.S.)	yes (all regions) Languages: English Currencies: USD (customer must have offi presence in the U.S.)

Category	Description	Col 1	Col 2	Col 3	Col 4	Col 5	Col 6
Carriers & Circuits	able to provide monitoring and ticket resolutions for customer's existing, third-party circuits	offered standalone	offered standalone	offered as part of larger deal	offered standalone (min. 10 circuits)	n/a	*pending*
Routers	remote management of specified product	Cisco, Fortinet, HPE	Cisco, Cisco Meraki, Fortinet, Juniper, Palo Alto, SonicWall, Ubiquiti (offered as part of larger deal)	Aruba, Cisco, Cisco Meraki, HP/HPE, Juniper	ADTRAN, Aruba, Cisco, Cisco Meraki, HP, Juniper, NETGEAR (min. 10 devices)	offered as part of larger deal	Aruba, Cisco, Dell, Juniper, Meraki, Ubiquiti
SD-WAN / SASE	remote management of specified product	Check Point, Cisco Meraki, Cisco SD-WAN, Fortinet, Palo Alto, VMware VeloCloud	offered as part of larger deal	Aruba (Silver Peak), Cisco, Cisco Meraki, Riverbed, VMware VeloCloud	Cato Networks, Cisco, Cisco Meraki, Riverbed, Versa Networks, VMware VeloCloud (min. 10 devices)	n/a	*pending*
Firewalls	remote management of specified product	Check Point, Cisco, Fortinet, HPE, Juniper, Palo Alto	Cisco Meraki, Cisco SD-WAN, Fortinet, Palo Alto, SonicWall (offered as part of larger deal)	CheckPoint, Cisco, Fortinet, Juniper, Palo Alto, Zscaler	Barracuda, Cisco, Cisco Meraki, Fortinet, Palo Alto, SonicWall (min. 5 devices)	offered as part of larger deal	Azure FW, Barracuda, Check Point, Cisco, Fortinet, Juniper, Meraki, Palo Alto, SonicWall, Sophos
Switches	remote management of specified product	Cisco, Cisco Meraki, Dell EMC, Fortinet, HPE, Juniper Mist	Cisco, Cisco Meraki, Dell, Fortinet, HP, Juniper, Palo Alto, Ubiquiti	Aruba, Cisco, Cisco Meraki, HP/HPE, Juniper	ADTRAN, Aruba, Cisco, Cisco Meraki, HP, Juniper, NETGEAR (min. 10 devices)	Cisco, Dell	Aruba, Cisco, Datto, Dell, Extreme, Fortinet, HPE, Procurve, Meraki, Netgear, SonicWall, Ubiquiti
Wi-Fi Access Point	remote management of specified product	Cisco, Cisco Meraki, Dell EMC, Fortinet, HPE (Aruba), Juniper Mist	Cisco, Cisco Meraki, Dell, Fortinet, HP, Juniper, Palo Alto, Ubiquiti	Aruba, Cisco, Cisco Meraki, Ruckus	Aerohive, Aruba, Cisco, Cisco Meraki, Ruckus, Ubiquiti (min. 10 devices)	offered as part of larger deal	Aerohive, Aruba, Cisco, Extreme, Juniper, Meraki, Ruckus, SonicWall, Ubiquiti
Servers	remote management of specified product	Cisco, Dell EMC, HPE, IBM	Dell, HPE	Dell, EMC, HP/Nimble, NetApp, Pure, Tegile	Azure, Cisco, Dell, HP (min. 5 devices)	Dell, Windows	Cisco UCS, Dell, HPE, Lenovo, Supermicro
Storage	remote management of specified product	Dell EMC, Hitachi, HPE, IBM, Vantara	Dell/EMC	Dell, EMC, HP/Nimble, NetApp, Pure, Tegile	Dell EMC, HPE, NetApp	Dell, Microsoft	Alletra, Dell, EMC, HPE, Nimble, Netapp
Hypervisor	remote management of specified product	Hyper-V, VMware	Hyper-V, VMware	Hyper-V, Red Hat, VMware	Hyper-V, Oracle, Red Hat, VMware, Xen	Hyper-V, VMware (offered as part of larger deal)	Hyper-V, VMware (offered as part of larger deal)
Applications	remote management of specified product	off-the-shelf apps (Active Directory, IIS, Infoblox, etc.); for others, CBTS offers application monitoring	Microsoft Apps (except Dynamics); other apps ICB	CRM, ERP, SharePoint, Java, .NET, Oracle, database, IOS	offered as part of larger deal (can support most applications)	offered as part of larger deal	Microsoft Dynamics, SharePoint, Laserfische
Microsoft 365	remote management of specified product	Business Intelligence, Power Apps, Teams	offered standalone	Microsoft Tier 1 CSP, all services	offered standalone (min. 10 users)	offered standalone	All Commercial, GCC & GCC-High, and Non-profit licensing
Google Workspace	remote management of specified product	n/a	offered standalone	n/a	offered as part of larger deal (min. 10 users)	n/a	n/a
Operating System	remote management of specified product	Linux, Windows	Linux, Mac, Windows	Linux, Windows	Windows	Mac, Windows	Linux, Windows (offered as part of larger deal)
Patch Management	remote management of specified product	most major operating systems and applications	Auvik (Network), Kaseya (RMM)	Manage Engine, others	n/a	ConnectWise Manage (Continuum)	Linux, Windows (offered as part of larger deal)
Database	remote management of specified product	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	offered standalone	Oracle, MSFT SQL	Dell, Windows	MSFT SQL
AWS	remote management of specified product	AWS Advanced Consulting Partner	offered as part of larger deal	offered standalone	offered standalone	n/a	EC2, Glacier, S3
Azure	remote management of specified product	Microsoft Gold Partner	offered standalone	offered standalone	offered standalone	offered standalone	Azure AD, Azure Backup, Azure FW, Azure Migrate, Azure Site Recovery, Azure SQL Database, Azure VDI, ExpressRoute, Load Balancer, Storage, Virtual Networking, VM, VPN Gateway
Google Cloud Platform	remote management of the specified product	Google Member Level	offered as part of larger deal	n/a	n/a	n/a	offered standalone; Tier 1 and 2 internal; Tier 3 via partner
Backup Services	remote management of specified product	Commvault, IBM TSM, Vertas NetBackup, Veeam	Veeam	Actifio, Avamar, Cohesity, CommVault, NetBackup, Rubrik, Veeam	Datto, Veeam (min. 500 GB)	Azure, Barracuda, Veeam	Datto, Veeam (offered as part of larger deal)
PBX Services	remote management of specified product	Avaya, Cisco; primarily as a phased move to CBTS UCaaS	n/a	Avaya, Cisco	n/a	n/a	UCaaS Platforms: 8x8, Avaya, Nextiva, RingCentral

End User Help Desk	direct phone/email support to end users	3rd party (min. $50K MRC)	offered standalone	offered standalone	Linux, Mac, Windows (min. 10 desktops)	offered standalone	offered standalone
Staff Augmentation	provide temporary or permanent employees for customer	Technical Resources	offered as part of larger deal	offered standalone	offered as part of larger deal	offered standalone	offered standalone
SIEM	remote management of specified product	Alert Logic, Azure Sentinel, Elastic SIEM, NTT (Solutionary), Splunk	Azure Sentinel	LogRhythm, NetIQ Sentinel, Splunk	offered standalone	Perch	3rd-Party Supported (tie to NexusTek NOC): ArcticWolf, Barracuda/Skout, Nuspi
Endpoint Protection	remote management of specified product	Check Point, Cisco, CrowdStrike, McAfee, Microsoft	CrowdStrike, Microsoft Defender	Carbon Black, Cylance/Blackberry, SentinelOne, Sophos, Tenable	BitDefender, Webroot	SentinelOne	Cylance, MS Defender fo Business, MS Defender f Endpoint, SentinelOne
Identity & Access Management (IAM)	remote management of the specified product: SSO, MFA, CASB, Password Management, etc.	Duo, Okta	Azure AD, Duo (offered as part of larger deal)	Duo, Okta	n/a	Microsoft Entra Suite (InTune)	Azure AD, Duo, Okta

Legend

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