

Managed Services Matrix



Network Services: Routers, Switches, Wi-Fi Access Point		✓ (3/3)	✓ (3/3)	✓ (3/3)	✓ (3/3)	✓ (3/3)	✓ (3/3)
Infrastructure Services: Hypervisor, Operating System, Servers, Storage		✓ (4/4)	✓ (4/4)	✓ (4/4)	✓ (4/4)	✓ (4/4)	✓ (4/4)
Security Services: Firewalls, Patch Management		✓ (2/2)	✓ (2/2)	✓ (2/2)	✓ (2/2)	✓ (2/2)	✓ (2/2)
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	Managed Solution	NexusTek	Ntiva	Quest
Primary Line of Business	main service the provider offers	MSP / VAR	MSP	MSP	MSP	MSP	MSP
Year Company Established	year founded	1995	1995	2002	1996	2004	1982
# of Employees	in-house staff	2,500 (500 in Managed Services)	400	100	300	450	200
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.	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.	Full-service managed IT and cloud services provider focused on delivering flexible/affordable solutions. Ntiva aims to be a growth catalyst for clients by architecting solutions that support unique business requirements and long-term goals. Its world-class team cares about relationships and understands that response and precision are keys to successful partnership.	Extensive portfolio of products and customized services/solutions for SM and mid-market
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 (50 seat minimum)	yes	not offered	yes (\$5K NRC minimum; \$2K NRC minimum with prepaid retainer)
Minimum Deal Size (Managed Services)	MRC, # users, # devices, # sites, etc.	\$5K MRC	\$3K MRC	100 devices	no minimum	\$2K MRC	\$500 MRC
Minimum Deal Size (Pro Services)	minimum professional services engagement (one-time cost)	no minimum	\$5K NRC	50 devices	no minimum	n/a	\$5K NRC (\$2K with prepaid retainer)
# Years Offered	how long the offering has been available to customers	15+ years	15+ years	15+ years	no minimum	15+ years	15+ years
# Managed Services Customers	# of standalone companies leveraging provider's managed services offerings	101-500 customers	500+ customers	101-500 customers	500+ customers	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) 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 States Minimums: \$799 MRC	yes (in-house or contracted) Locations: Canada, United States Minimum: \$2K MRC (requires ongoing managed services commitment)	yes (in-house or contracted) Locations: all regions Minimum: 4 hours on-site 1 hour remote
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;	yes (all regions) Languages: English, Spanish	yes Languages: English	yes (all regions) Languages: English	yes (all regions) Languages: English	yes (all regions) Languages: Chinese, English, Russian, Spanish Vietnamese; others ICB

		others available via third-party Currencies: CAD, EUR, GBP, USD	Currencies: USD (customer must have office presence in the U.S.)	Currencies: USD (customer must have office presence in the U.S.)	Currencies: USD (customer must have office presence in the U.S.)	Currencies: USD (customer must have office presence in the U.S.)	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	n/a	pending	offered as part of larger deal	offered as part of larger deal
Routers	remote management of specified product	Cisco, Fortinet, HPE	Cisco, Cisco Meraki, Fortinet, Juniper, Palo Alto, SonicWall, Ubiquiti (offered as part of larger deal)	offered as part of larger deal	Aruba, Cisco, Dell, Juniper, Meraki, Ubiquiti	Cisco (offered as part of larger deal)	Aruba, Cisco, Cisco Meraki, HP/HPE, Juniper
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	n/a	pending	n/a	Aruba (Silver Peak), Cisco Meraki, Riverbed, VMware VeloCloud
Firewalls	remote management of specified product	Check Point, Cisco, Fortinet, HPE, Juniper, Palo Alto	Cisco Meraki, Cisco SD-WAN, Fortinet, Palo Alto, Juniper, SonicWall (offered as part of larger deal)	offered as part of larger deal	Azure FW, Barracuda, Check Point, Cisco, Fortinet, Juniper, HPE, Palo Alto, SonicWall, Sophos	Cisco, Fortinet, WatchGuard	CheckPoint, Cisco, Fortinet, Juniper, Palo Alto, Zscaler
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	Cisco, Dell	Aruba, Cisco, Datto, Dell, Extreme, Fortinet, HPE, Procurve, Meraki, Netgear, SonicWall, Ubiquiti	Cisco SMB, Cisco Meraki, Dell, HP	Aruba, Cisco, Cisco Meraki, HP/HPE, Juniper
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	offered as part of larger deal	Aerohive, Aruba, Cisco, Extreme, Juniper, Meraki, Ruckus, SonicWall, Ubiquiti	Cisco Meraki (offered as part of larger deal)	Aruba, Cisco, Cisco Meraki, Ruckus
Servers	remote management of specified product	Cisco, Dell EMC, HPE, IBM	Dell, HPE	Dell, Windows	Cisco UCS, Dell, HPE, Lenovo, Supermicro	Dell, HP (offered as part of larger deal)	Dell, EMC, HP/Nimble, NetApp, Pure, Tegile
Storage	remote management of specified product	Dell EMC, Hitachi, HPE, IBM, Vantara	Dell/EMC	Dell, Microsoft	Alletra, Dell, EMC, HPE, Nimble, Netapp	Nimble, Synology	Dell, EMC, HP/Nimble, NetApp, Pure, Tegile
Hypervisor	remote management of specified product	Hyper-V, VMware	Hyper-V, VMware	Hyper-V, VMware (offered as part of larger deal)	Hyper-V, VMware (offered as part of larger deal)	offered as part of larger deal	Hyper-V, Red Hat, VMware
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	offered as part of larger deal	Microsoft Dynamics, SharePoint, Laserfische	SharePoint (offered as part of larger deal)	CRM, ERP, SharePoint, Java, .NET, Oracle, database, IOS
Microsoft 365	remote management of specified product	Business Intelligence, Power Apps, Teams	offered standalone	offered standalone	All Commercial, GCC & GCC-High, and Non-profit licensing	Microsoft Gold Partner (offered as part of larger deal)	Microsoft Tier 1 CSP, all services
Google Workspace	remote management of specified product	n/a	offered standalone	n/a	n/a	offered as part of larger deal	n/a
Operating System	remote management of specified product	Linux, Windows	Linux, Mac, Windows	Mac, Windows	Linux, Windows (offered as part of larger deal)	offered as part of larger deal	Linux, Windows
Patch Management	remote management of specified product	most major operating systems and applications	Auvik (Network), Kaseya (RMM)	ConnectWise Manage (Continuum)	Linux, Windows (offered as part of larger deal)	offered as part of larger deal	Manage Engine, others
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	Dell, Windows	MSFT SQL	offered as part of larger deal	offered standalone
AWS	remote management of specified product	AWS Advanced Consulting Partner	offered as part of larger deal	n/a	EC2, Glacier, S3	offered as part of larger deal	offered standalone
Azure	remote management of specified product	Microsoft Gold Partner	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, VMs, VPN Gateway	offered as part of larger deal	offered standalone
Google Cloud Platform	remote management of the specified product	Google Member Level	offered as part of larger deal	n/a	offered standalone; Tier 1 and 2 internal; Tier 3 via partner	offered as part of larger deal	n/a
Backup Services	remote management of	Commvault, IBM TSM,	Veeam	Azure, Barracuda, Veeam	Datto, Veeam (offered as	Datto	Actifio, Avamar, Cohesity, CommVault, NetBackup,

	specified product	Veritas NetBackup, Veeam			part of larger deal)		Rubrik, Veeam
PBX Services	remote management of specified product	Avaya, Cisco; primarily as a phased move to CBTS UCaaS	n/a	n/a	UCaaS Platforms: 8x8, Avaya, Nextiva, RingCentral	offered as part of larger deal	Avaya, Cisco
End User Help Desk	direct phone/email support to end users	3rd party (min. \$50K MRC)	offered standalone	offered standalone	offered standalone	offered as part of larger deal	offered standalone
Staff Augmentation	provide temporary or permanent employees for customer	Technical Resources	offered as part of larger deal	offered standalone	offered standalone	offered as part of larger deal	offered standalone
SIEM	remote management of specified product	Alert Logic, Azure Sentinel, Elastic SIEM, NTT (Solutionary), Splunk	Azure Sentinel	Perch	3rd-Party Supported (tied to NexusTek NOC): ArcticWolf, Barracuda/Skout, Nuspire	AlienVault (offered as part of larger deal)	LogRhythm, NetIQ Sentinel, Splunk
Endpoint Protection	remote management of specified product	Check Point, Cisco, CrowdStrike, McAfee, Microsoft	CrowdStrike, Microsoft Defender	SentinelOne	Cylance, MS Defender for Business, MS Defender for Endpoint, SentinelOne	SentinelOne	Carbon Black, Cylance/Blackberry, SentinelOne, Sophos, Tenable
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)	Microsoft Entra Suite (InTune)	Azure AD, Duo, Okta	Azure AD, Duo	Duo, Okta

Legend



- offered as a standalone product

- offered as part of a larger opportunity