

Offering Comparisons

Which MSP offering is best for you and your customers?

CollabRance offers MSPs flexible offerings to help you capture more opportunity, and provide your end-user customers the solution that best fits their needs. Use the chart below to find the right fit to help you scale your business.

PLEASE NOTE:

Some products and services within the enhanced security offering may require NOC services and/or service desk.

	SERVICE DESK	NOC SERVICES	NOC & SERVICE DESK	ENHANCED SECURITY OFFERING
UNLIMITED SERVICE DESK				
100% U.S.-Based Live-Answer Service Desk	X		X	X
PREVENTATIVE MAINTENANCE				
24/7 RMM Monitoring with 7-7CST NOC Remediation M-F		X	X	X
Hardware Health Monitoring		X	X	X
Device Performance Monitoring		X	X	X
Disk Health Check		X	X	X
AV and Patch Monitoring		X	X	X
Patching - Windows and 3rd Party Patching		X	X	X
HTTP/HTTPS Monitoring		X	X	X
Proactive Reboot Procedures		X	X	X
Patching Verification		X	X	X
Internet Connectivity		X	X	X
DNS Filtering		X	X	X
Password Policy		X	X	X
Change Detection Alerts		X	X	X
Integrated Documentation Through Knowledge Base Software		X	X	X
MOVES, ADDS, CHANGES				
Active Directory and Exchange	X		X	X
Security and Distribution Group Management	X		X	X
Printer and File Sharing Permission Management	X		X	X
SPAM Filtering		X	X	X
MICROSOFT WINDOWS AND APPLE MAC WORKSTATIONS				
Support up to, and through the OS			X	X
Remote Desktop Access	X		X	X
Laptop Drive Encryption				X
Password Management Software				X

	SERVICE DESK	NOC SERVICES	NOC & SERVICE DESK	ENHANCED SECURITY OFFERING
MOBILE DEVICES (SMARTPHONES / TABLETS)				
Email Account Setup	X		X	X
ActiveSync	X		X	X
EMAIL SOLUTION				
Monitored and secured Hosted Exchange or O365			X	X
Access to mailbox, calendar, contacts, notes and tasks			X	X
Full support including moves/add/changes	X		X	X
Advanced Threat Protection (ATP)				X
Data Loss Prevention (DLP)				X
BACKUP - IMAGE LEVEL				
Monitor, Remediate and Restore				X
Bare Metal Restore				X
Local Virtualization				X
Cloud Virtualization				X
BACKUP - FILE LEVEL				
Monitor and Remediate				X
Recovery of Individual Files				X
BACKUP - NAMED FILES				
Monitor and Remediate				X
Recovery of Individual Files				X
UNIFIED THREAT MANAGEMENT (UTM)				
HaaR [®] , including Hardware, Warranty, Replacement				X
Updates: OS and Signature				X
Change Requests				X
Routing, Policies and Network/Port Address Translation				X
Content Filtering				X
SSL VPN				X
Multi-factor Authentication				X
LDAP Authentication Integration				X
IPSec VPN				X
ISP Failover Configuration				X
Intrusion Detection & Prevention System (IDS & IPS)				X

	SERVICE DESK	NOC SERVICES	NOC & SERVICE DESK	ENHANCED SECURITY OFFERING
SECURITY AWARENESS TRAINING				
Baseline Email Phishing Campaign				X
Security Awareness Video				X
Additional Phishing Campaigns				X
Quarterly Video Training (PCI, HIPPA, etc.)				X
ENDPOINT DETECTION AND RESPONSE (EDR)				
Utilization of Artificial Intelligence (AI)				X
Threat Detection				X
Investigation of Indicators of Compromise (IOCs)				X
Threat Containment & Remediation				X
Activity Report and Threat Hunting				X
DARK WEB MONITORING				
Fully managed dark web status monitoring				X
Real-time notifications with details of compromises				X
SIEM & SOC SERVICES				
24x7x365 Security Operations Center (SOC)				X
SIEM Solution with high-speed, real-time analysis of event logs				X
Security Threat Research				X
REPORTING				
Remote Resolution Rate	X	X	X	X
UTM Report		X	X	X
License Key Inventory Report		X	X	X
Hardware Upgrade Planning Report		X	X	X
Quarterly Business Review Report	X	X	X	X
Capacity Planning Report		X	X	X
Hardware Inventory Report		X	X	X
Account Scorecard (Service Provider Trending)		X	X	X
SLA Reporting		X	X	X
Monthly Web Traffic Overview Report (UTM)			X	X
VULNERABILITY AND PENETRATION TESTING				
Quarterly Network Vulnerability Scanning				X
Quarterly Automated External Penetration Testing				X
VALUE ADDS				
Service Activation Team	X	X	X	X
Service Delivery Team	X	X	X	X
Sales Engineering Assistance	X	X	X	X
Sales Support	X	X	X	X

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