

# Services Comparison

## Which managed IT offering is best for you and your customers?

CollabRance offers a portfolio of white label IT solutions to help service providers capture more opportunity, and provide end customers with a solution that fits their needs. Use the chart below to find the right fit to scale your business.

	NOC + SERVICE DESK	NOC SERVICES	BASIC USER SUPPORT
<b>U.S.-BASED SERVICE DESK</b>			
Unlimited live-answer tier 1 user support during business hours*			✓
Unlimited live-answer user support during business hours* with access to triage up to tier 3 resources	✓		
<b>PREVENTATIVE MAINTENANCE</b>			
24/7 remote monitoring & management (RMM) with NOC remediation during business hours*	✓	✓	
Endpoint detection and response (EDR) licensing, monitoring, and management	✓	✓	
DNS filtering licensing, monitoring, and management	✓	✓	
Proactive patching for Microsoft Windows and 25+ third-party applications	✓	✓	
Patching testing and verification	✓	✓	
Hardware health monitoring	✓	✓	
Device performance monitoring	✓	✓	
Disk health check	✓	✓	
HTTP/HTTPS monitoring	✓	✓	
Proactive reboot procedures	✓	✓	
Internet connectivity	✓	✓	
Password policies	✓	✓	
Change detection alerts	✓	✓	
Integrated documentation through knowledge base software (IT Glue)	✓	✓	
<b>MOVES, ADDS, AND CHANGES</b>			
Active Directory, Azure Active Directory, and Microsoft Exchange	✓		✓
Security and distribution group management	✓		✓
Printer and file sharing permission management	✓		✓
Spam filtering	✓		
<b>MICROSOFT WINDOWS AND APPLE MAC WORKSTATIONS</b>			
Support up to and through the OS	✓		
Remote desktop access	✓		✓
Laptop drive encryption	Available add-on		
Password management software	Available add-on		

\*The CollabRance live-answer service desk is fully staffed from 7:00 a.m. to 7:00 p.m. Central Time, Monday thru Friday, excluding holidays. After-hours, weekend, and holiday support is available at a starting rate of \$172.50 per hour, billed in 15-minute increments with a 30-minute minimum.

	NOC + SERVICE DESK	NOC SERVICES	BASIC USER SUPPORT
<b>MOBILE DEVICES (SMARTPHONES / TABLETS)</b>			
Email account setup	✓		✓
Microsoft ActiveSync	✓		✓
<b>EMAIL SOLUTION</b>			
Monitored and secured hosted Microsoft Exchange or Office 365	Available add-on		
Access to mailbox, calendar, contacts, notes, and tasks	Available add-on		
Full support including moves/adds/changes	Available add-on		
Defender for Microsoft Office 365	Available add-on		
Data loss prevention (DLP)	Available add-on		
<b>BACKUP - IMAGE LEVEL</b>			
Monitor, remediate, and restore	Available add-on	Available add-on	
Bare metal restore	Available add-on	Available add-on	
Local virtualization	Available add-on	Available add-on	
Cloud virtualization	Available add-on	Available add-on	
<b>BACKUP - FILE LEVEL</b>			
Monitor, remediate, and restore	Available add-on		
Recovery of individual files	Available add-on		
<b>BACKUP - NAMED FILES</b>			
Monitor, remediate, and restore	Available add-on		
Recovery of individual files	Available add-on		
<b>UNIFIED THREAT MANAGEMENT (UTM) – FIREWALL</b>			
Hardware-as-a-Rental – including hardware, warranty, and replacement	Available add-on	Available add-on	
Updates: OS, signatures, IDS/IPS	Available add-on	Available add-on	
Change requests	Available add-on	Available add-on	
Routing, policies, and network/port address translation	Available add-on	Available add-on	
Content filtering	Available add-on	Available add-on	
SSL VPN	Available add-on	Available add-on	
IPSEC VPN	Available add-on	Available add-on	
Multi-factor authentication (MFA)	Available add-on	Available add-on	
LDAP authentication integration	Available add-on	Available add-on	
SD-WAN configuration	Available add-on	Available add-on	
Intrusion detection system/intrusion prevention system (IDS/IPS)	Available add-on	Available add-on	