

OVERVIEW: Collabrance Managed IT Services for Office Technology Providers

Who is Collabrance?

Collabrance is a third-party managed services provider – think of us as an MSP for MSPs. We are 100% U.S.-based and have a team in Cedar Rapids, Iowa that provides day-to-day support on behalf of our service providers to their end customers. We are a wholly owned subsidiary of GreatAmerica Financial Services.

What does Collabrance do?

Collabrance offers a portfolio of white label IT solutions, anchored by a live-answer service desk and network operations center (NOC).



Calls to the Collabrance service desk are answered live by a friendly technician ready to immediately begin troubleshooting the customer's issue. We also answer support requests via email, chat, and 24/7 remote monitoring.

Collabrance maintains a 90% remote resolution rate – meaning nine out of 10 tickets will be closed without the service provider needing to take any action. We work directly with vendors for assistance when necessary and will make our best effort to resolve customer issues without escalating to the service provider.

With Collabrance IT services, end customers benefit from consistent coverage and fast resolution, while service providers are free to focus on growing their business. Read on to learn about our solutions and pricing.

How does Collabrance work with GreatAmerica customers?

Managed IT is a natural evolution for office technology dealers, but building a managed services business from the ground up is a significant undertaking. Collabrance provides the technology, expertise, and personnel to help office technology dealers overcome obstacles and scale immediately with managed IT, with fixed monthly payment options to build recurring revenue. Our solutions are white labeled; we work behind the scenes as an extension of your team to support your customers' IT needs. To see our service provider requirements, visit the [Collabrance resources page](#).

Collabrance services & pricing

NOC + SERVICE DESK

Starting at \$44.10 per user per month and \$89.25 per server per month

- 24/7 remote monitoring and alerting
- Endpoint detection and response (EDR)
- Proactive patching for Microsoft Windows and 25+ third-party applications
- Complete RMM management including all maintenance and licensing
- Vendor engagement and consolidated billing
- Unlimited live-answer service desk during business hours, with access to triage through tier 3 technical support (100% U.S.-based)
- Service provider access to ConnectWise ticketing and billing integration

NOC SERVICES

Starting at \$16.55 per workstation per month and \$69.50 per server per month

- Server and workstation remote monitoring and remediation as outlined above, without service desk

BASIC USER SUPPORT

Starting at \$29.40 per user per month

- Unlimited live-answer tier 1 user support during business hours (100% U.S.-based)
- User support for Microsoft Windows workstations
- Basic email support
- Mobile device email account setup

ADDITIONAL SERVICES

- IT security essentials: Data backup and recovery, network security (firewalls and wireless access points)
- Professional services and project work

Many Collabrance services can be purchased individually or as add-on solutions.

Collabrance tools and technology

Collabrance offers a powerful portfolio of technology products, working with a number of the best MSP tools and vendors in the industry today. Tool costs are included in the monthly cost for the Collabrance services they apply to.

- ConnectWise ticketing platform
- N-able remote monitoring and management
- SentinelOne endpoint detection and response
- Fortinet unified threat management
- Datto backup and disaster recovery
- Cisco Duo multi-factor authentication
- IT Glue documentation management
- BrightGauge reporting

Collabrance value-added services

Collabrance was built to support service providers with the resources they need to succeed in managed IT, and each part of our business is designed to add value at every step of the customer lifecycle, including:

- **Onsite training with the Collabrance team**, with tech stack and RMM training
- **Sales, marketing, and solution support**, including white label marketing materials and assistance with sales conversations and proposals
- **White glove onboarding support** for service provider and all customer onboardings
- **Regular meetings with an assigned service leader** to track goals, review ticket activity, and address any customer issues
- **Consolidated billing and streamlined vendor management** – one monthly statement eliminates the hassle of multiple vendors and invoices

Together, Collabrance and GreatAmerica deliver a unified solution to help you build and profitably grow your managed services business.

Visit the [Collabrance website](https://www.collabrance.com) or contact sales@collabrance.com to learn more