

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 products to scale your business.

	NOC + SERVICE DESK	NOC SERVICES	BASIC USER SUPPORT
U.S.-BASED SERVICE DESK			
Unlimited 24/7 live-answer tier 1 user support			✓
Unlimited 24/7 live-answer user support with access to triage up to tier 3 resources	✓		
PREVENTIVE MAINTENANCE			
24/7 remote monitoring & management (RMM) with proactive NOC remediation during business hours (after-hours NOC remediation available if needed in response to a user support request)	✓	✓	
Endpoint detection and response (EDR) licensing, monitoring, and management	✓	✓	
DNS filtering licensing, monitoring, and management	✓	✓	
Proactive patching for Microsoft Windows and 100+ third-party applications	✓	✓	
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)	✓	✓	
MOVES, ADDS, & CHANGES			
Microsoft Active Directory, Entra ID, and Microsoft 365 / Office 365	✓		✓
Security and distribution group management	✓		✓
Printer and file sharing permission management	✓		✓
Spam filtering	✓		
MICROSOFT WINDOWS AND APPLE MAC WORKSTATIONS			
Support up to and through the OS	✓		
Remote desktop access	✓		✓
Laptop drive encryption	✓		

	NOC + SERVICE DESK	NOC SERVICES	BASIC USER SUPPORT
MOBILE DEVICES (SMARTPHONES / TABLETS)			
Email account setup	✓		✓
Microsoft ActiveSync	✓		✓
EMAIL SOLUTION			
Monitored and secured Microsoft 365 / Office 365	+		
Access to mailbox, calendar, contacts, notes, and tasks	+		
Full support including moves/adds/changes	+		
Proactive patching for Microsoft Windows and 100+ third-party applications	+		
Defender for Microsoft Office 365	+		
Data loss prevention (DLP)	+		
BACKUP - IMAGE LEVEL			
Monitor, remediate, and restore	+	+	
Bare metal restore	+	+	
Local virtualization	+	+	
Cloud virtualization	+	+	
BACKUP - IMAGE LEVEL			
Monitor, remediate, and restore	+		
Recovery of individual files	+		
BACKUP - NAMED FILES			
Monitor, remediate, and restore	+		
Recovery of individual files	+		
UNIFIED THREAT MANAGEMENT (UTM) - FIREWALL			
Hardware-as-a-Rental – including hardware, warranty, and replacement	+	+	
Updates: OS, signatures, IDS/IPS	+	+	
Change requests	+	+	
Routing, policies, and network/port address translation	+	+	
Content filtering	+	+	
SSL VPN	+	+	
IPSEC VPN	+	+	
Multi-factor authentication (MFA)	+	+	
zLDAP authentication integration	+	+	
SD-WAN configuration	+	+	
Intrusion detection system/intrusion prevention system (IDS/IPS)	+	+	

+ = Available add-on service