



The MSPmentor 100 2008-2009 Edition

Celebrating 100 of the World's
Most Progressive
Managed Service Providers

www.mspmentor.net

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About MSPmentor and Nine Lives Media Inc.

MSPmentor (www.mspmentor.net), owned by Nine Lives Media Inc. (www.NineLivesMediaInc.com), is the ultimate guide to managed services. Ranked among the top 3 percent of all blogs on the Web, MSPmentor delivers news analysis, timely insights, and how-to information for managed service providers that are seeking to maximize their recurring revenue.

The MSPmentor family includes:

- MSPmentor.net, the ultimate guide to managed services
- MSPmentor 100, identifying the world's most progressive managed service providers
- MSPmentor 250, identifying executives, entrepreneurs and experts who are driving the managed services revolution
- MSPmentor Live: CEO Exchange, the industry's top Webcasts
- MSPmentor Live: Podcasts, timely chats with industry insiders
- MSPmentor M&A Tracker, covering MSP mergers and acquisitions

MSPmentor's sister sites and brands: In addition to MSPmentor, Nine Lives Media Inc.'s editorial platforms and brand extensions include:

- The VAR Guy (www.TheVARguy.com), identifying what's next in the IT channel. Ranked among the top 1 percent of all blogs
- The Open Source 50, tracking the most promising open source partner programs
- The SaaS 20 Stock Index, delivering a software as a service reality check
- WorksWithU (www.WorksWithU.com), the independent guide to Ubuntu Linux. Ranked among the top 3 percent of all blogs
- WorksWithU 1000, tracking corporate and organizational Ubuntu deployments worldwide

Nine Lives Media Inc.'s focus areas: We embrace the changing IT media landscape. In fact, we help to shape it. We focus on highly targeted IT niches, specialized content and lead generation services. Our expertise includes:

- Traditional, corporate and custom blogs
- Community-based Web sites
- Event moderation and conference content development
- Market research
- And several other surprises that are under development



Executive Summary/Survey Methodology

The MSPmentor 100 is an annual research report from MSPmentor and its owner, Nine Lives Media Inc. (www.NineLivesMediaInc.com). Instead of ranking MSPs merely by revenue, we calculate an index measurement. This index approach ensures small, midsize and large MSPs from around the world are recognized on the MSPmentor 100.

Our MSPmentor 100 ranking system considers such variables as:

- Total managed services revenue (in U.S. dollars, 2008)
 - Managed services revenue growth (in U.S. dollars, 2008 vs. 2007)
 - Managed services revenue growth (percentage, 2008 vs. 2007)
 - Percentage of company revenue from managed services (2008)
 - Number of devices managed (2008)
 - Devices managed growth, actual number (2008 vs. 2007)
 - Devices managed percentage growth (2008 vs. 2007)
 - MSP revenue per technician
-
- **Call for Submissions:** The survey was promoted on MSPmentor.net and a range of Web 2.0 Internet sites, social networks, blogs and media aggregators.
 - **Survey Timing:** The survey ran from October 2008 to December 18, 2008. Of the nearly 1,000 survey submissions we received, 423 of them represented MSPs with at least \$200,000 in annual managed services recurring revenue. We used those 423 responses as the basis for our “first cut” of the list. All research was compiled, completed and reviewed by February 2, 2009. The results were published February 12, 2009 on MSPmentor.net. However, participants in our MSPmentor Live webcast received a research preview on February 11, 2009.

Survey Results

This report includes much – but not all – of the survey data. In order to gather reliable financial data, Nine Lives Media Inc. agreed not to disclose specific annual revenue information (i.e., revenue dollars). We reserved the right, however, to publish company growth rates based on the private revenue information.



Survey Strengths and Weaknesses

- **Strengths:** We believe our survey methodology (identified above) is the best approach possible for identifying a range of successful small, midsize and large managed service providers worldwide. The MSPmentor 100 list is not sponsored, and this research report is free to all readers. As a result, this report is not beholden or influenced by any sponsors. Unlike many media-driven lists, the MSPmentor 100 is not a popularity contest. The entire list and research report are based on reader-supplied data.
- **Weaknesses:** No IT research project is perfect. The MSPmentor 100 report has several potential weaknesses. The report does not measure MSP profitability nor MSP debt. Admittedly, some fast-growing MSPs may not be profitable. Nor does the MSPmentor 100 measure customer satisfaction. Also, reader-supplied data points can be exaggerated and MSPmentor does not audit MSPs to verify all of their data points. However, we believe the vast major of MSPs submit reasonably accurate data because of potential M&A activity involving their companies.



Top 10 Financial Trends and Metrics Worth Noting

1. **Annual Managed Services Revenues:** MSPmentor 100 companies generated a combined \$799 million in managed services revenues for 2008, up 46% from 2007. The MSPmentor 100 companies easily outperform the broader managed services market, where spending is growing at a compound annual rate of eight percent, according to Insight Research.
2. **Overall Company Growth:** As a whole, the MSPmentor 100 companies lifted their top-line revenues (including non-managed services revenues) by 13 percent in 2008 vs. 2007. In other words, the vast majority of their growth involved managed services (as depicted in item 1 above).
3. **Company Size:** Of the 423 survey participants that generated at least \$200,000 in annual managed services revenue:
 - 165 had \$1 million in annual recurring revenue
 - 90 had over \$2 million in annual recurring revenue
 - 33 had \$5 million or more in recurring revenue
4. **Devices Managed:** As a whole, the MSPmentor 100 companies were under contract to remotely manage 870,531 devices in 2008, up 146 percent from 354,029 devices in 2007.
5. **Most Popular Managed Services Offered:**
 - Remote administration: 95%
 - Help desk: 93.6%
 - Managed security: 81.8%
 - Managed storage: 66%
 - Hosted/SaaS email: 57.9%
 - Hardware as a service (HaaS): 53.2%
 - VoIP/IP telephony: 43.7%
 - Hosted/SaaS SharePoint: 29.3%
 - Unified communications: 29.1%
 - Managed print services: 28.4%
 - Hosted/SaaS CRM: 18.4%
 - Video surveillance: 17.3%



Top 10 Financial Trends and Metrics Worth Noting (Continued)

- 6. More than 40 percent of participants depend on external network operation centers (NOCs):**
 - 58% of survey participants companies have their own NOCs
 - 13% depend on NOCs from one or more partners
 - 29% have their own NOC and depend on partner NOCs

- 7. Survey Participants are struggling most with the following focus areas (multiple answers permitted):**
 - Vendor programs and vendor relationships, 48%
 - Industry research and trends, 32%
 - Sales and marketing efforts, 27%
 - Operations such as NOCs and service level agreements, 9.5%
 - Other, 8%

- 8. Potential outsourcing relationships with MSP software providers (multiple responses permitted):** Survey participants say they are most likely to outsource:
 - their off-hour call centers (46%)
 - followed by level-one resolutions/responses (20%)
 - patch management and other routines (18%)
 - hosting software (12%) to MSP software providers

A rather large group of respondents (40%) said they would not outsource any portion of their business to an MSP software provider.

- 9. Multiple MSP tools:** The typical MSPmentor 100 company uses more than three MSP-related tools (remote monitoring, professional services automation and hosted services, among others).
 - 68 percent of survey participants have at least one professional services automation (PSA) tool in place.

- 10. Emerging MSP Opportunities:** Nearly 10 percent of survey participants already offer some type of high-end managed videoconferencing solution to their customers. And four percent of survey participants are embracing managed digital signage solutions.



Key Trend: Master MSPs

So-called Master MSPs offer a range of hosted solutions to VARs and peer managed service providers. In other words, Master MSPs often provide SaaS (software as a service) solutions to channel partners that lack the time, resources or finances to deploy tools internally or host applications on their own.

Many Master MSPs certainly are successful. Ingram Micro Seismic, for instance, generated more than 150 percent annual revenue growth in 2008 vs. 2007, according to VP Justin Crotty.

Still, the Master MSP model also suffers from some hype. Roughly 20 percent of our MSPmentor 100 survey participants now claim to be Master MSPs. We consider that to be an inflated figure, with some “pretenders” now entering the market in hopes of fast profits rather than long-term strategic success.

Key Trend: Software as a Service (SaaS)

During much of 2008, many MSPs were carefully evaluating their SaaS strategies. Nearly 60 percent of survey participants already offer some form of hosted email to customers, with hosted SharePoint (29.3%) and hosted customer relationship management (18.4%) gaining momentum.

Still, the SaaS industry remains in flux. MSPs are particularly concerned about “coopetition” from Microsoft and Google. Many MSPs that built out hosted Exchange Server systems now feel threatened by Microsoft’s software plus services strategy. Likewise, the Google Apps Reseller program launched in January 2009 is viewed by some MSPs as a agent-centric program that lacks deal registration.

It’s too early to predict the winners and losers in the SaaS market. But one thing is clear: MSPs should expect all of their traditional software partners to have SaaS offerings now or within the near future.



The MSPmentor 100: Ranked 1 Through 100

Overview: Our MSPmentor 100 index is based on several metrics explained on page 4 of this report. Through this index, we ensured that the MSPmentor 100 includes small, midsize and large MSPs from across the globe. Here are the MSPmentor 100 companies, ranked 1 through 100.

Rank	Company	Website	City/State	Country
1	mindSHIFT Technologies, Inc.	www.mindSHIFT.com	Fairfax, Va.	USA
2	Perimeter eSecurity	www.perimeterusa.com	Milford, Conn.	USA
3	Alpheon Corporation	www.alpheon.com	Morrisville, N.C.	USA
4	MicroMenders	www.micromenders.com	San Francisco, Calif.	USA
5	Appia Communications, Inc.	www.appiaservices.com	Traverse City, Mich.	USA
6	U&D Square Solutions Pvt. Ltd.	www.udsquare.com	Pune	India
7	ThePlanet.com Internet Services Inc.	http://www.theplanet.com	Houston, Texas	USA
8	Cobweb Solutions Ltd.	www.cobweb.com	Fareham	UK
9	Thrive Networks, Inc.	www.staplesnetworkservices.com	Concord, Mass.	USA
10	Littlefish IT Support	www.itsupport.com	Nottingham	UK
11	Enterprise Integration	www.entint.com	Jacksonville, Fla.	USA
12	PEQ Consulting, Inc.	www.peqinc.com	Miamisburg, Oh.	USA
13	HEIT	www.goheit.com	Fort Collins, Colo.	USA
14	Nitro Microsystems Inc.	www.nitro.ca	Ottawa	Canada
15	Safe Systems, Inc.	www.safesystems.com	Alpharetta, Ga.	USA
16	Do IT Smarter	www.doitsmarter.com	San Diego, Calif.	USA
17	7ticks IT	http://www.7ticks.com	Chicago, Ill.	USA
18	BHI Advanced Internet	www.bhi.com	Eden Prairie, Minn.	USA
19	Interactive E-Solutions LLC	www.iesolutions.us	Baton Rouge, La.	USA
20	Hosted Solutions	www.hostedsolutions.com	Raleigh, N.C.	USA
21	Advanced Network Products, Inc.	www.anp.net	Glenside, Pa.	USA
22	NetGain Technologies, Inc.	www.netgainit.com	Lexington, Ky.	USA
23	Valley Network Solutions	www.vns.net/netcare	Fresno, Calif.	USA
24	LightEdge Solutions	www.lightedge.com	Des Moines, Ia.	USA
25	outsourcIT	www.outsourcITcorp.com	LaPlata, Md.	USA

(Companies 26-50 on next page)



MSPmentor 100: Ranked 1 Through 100 (continued)

Rank	Company	Website	City/State	Country
26	Structured Technologies, Inc.	www.struct.com	Rochester, N.Y.	USA
27	iNet Strategy Inc	www.inetstrategy.com	Nashville, Tenn.	USA
28	Jackson Thornton Technologies, LLC	www.jttconnect.com	Montgomery, Ala.	USA
29	Global Data Systems, Inc.	www.gdsconnect.com	Pembroke, Mass.	USA
30	Synoptek, Inc.	www.synoptek.com	Santa Ana, Calif.	USA
31	MSP Services Network (MSPSN)	www.mspsn.com	Omaha, Neb.	USA
32	Long View Systems Corporation	www.longviewsystems.com	Calgary	Canada
33	inhouseIT	www.inhouseit.com	Costa Mesa, Calif.	USA
34	Backup Technology Limited	www.backup-technology.com	Leeds	UK
35	Netforce Pty Ltd	www.netforce.com.au	Neutral Bay	Australia
36	Think Smart Inc.	www.thinksmartinc.com	Sacramento, Calif.	USA
37	Network Outsource	www.networkoutsource.com	New Hyde Park, N.Y.	USA
38	Synergy Global Solutions	http://synergy.gs	Pittsford, N.Y.	USA
39	Infinity Business Systems	www.ibsfl.com	Tampa, Fla.	USA
40	Bay Computing Group	www.baymcp.com	Concord, Calif.	USA
41	FusionStorm	www.fusionstorm.com	San Francisco, Calif.	USA
42	All Covered Inc	www.allcovered.com	Redwood City, Calif.	USA
43	Sagiss, LLC	www.sagiss.com	Irving, Tex.	USA
44	CDot Networks Inc.	www.cdote.ca	Vancouver	Canada
45	Riata Technologies	www.riata-tech.com	Austin, Tex.	USA
46	IT Authorities, Inc.	www.itauthorities.com	Tampa, Fla.	USA
47	Thinsolutions	www.thinsolutions.com	Cleveland, Oh.	USA
48	Corporate Technologies LLC	www.gocorpotech.com	Minneapolis, Minn.	USA
49	TechAssist LLC	www.techassistllc.com	Washington, D.C.	USA
50	Netlink Group Pty Ltd	www.netlinkgroup.com.au	Perth	Australia

(Companies 51-75 on next page)



MSPmentor 100: Ranked 1 Through 100 (continued)

Rank	Company	Website	City/State	Country
51	Alvarez Technology Group, Inc.	www.alvareztg.com	Salinas, Calif.	USA
52	Liquid Networks, Inc.	www.liquidnetworks.com	Norristown, Pa.	USA
53	Pointivity	www.pointivity.com	San Diego, Calif.	USA
54	Claris Networks	www.clarisnetworks.com	Knoxville, Tenn.	USA
55	DirectPointe	www.directpointe.com	Lindon, Utah	USA
56	Helion	www.heliontechnologies.com	Hunt Valley, Md.	USA
57	Apex Technology Management, Inc.	http://www.apextmi.com	Redding, Calif.	USA
58	L7 Solutions Pty Ltd	www.l7.com.au	Perth	Australia
59	Sinu, Inc	www.sinu.com	New York, N.Y.	USA
60	Sentry Networks	www.sentrynetworks.com.au	Adamstown Heights	Australia
61	ARRC Technology	www.rrc.com	Bakersfield, Calif.	USA
62	iVenture Solutions, inc.	www.iventuresolutions.com	Jacksonville, Fla.	USA
63	CHIPS Computer Consulting LLC	www.chipsc.com	Syosset, N.Y.	USA
64	Global Data Consultants, LLC	www.globaldataconsultants.com	Chambersburg, Pa.	USA
65	ETG	www.etg.net	Birmingham, Ala.	USA
66	Trivalent Group, Inc.	www.trivalentgroup.com	Grandville, Mich.	USA
67	VirtuWorks	www.virtuworks.com	Coral Gables, Fla.	USA
68	Hitachi Software Engineering Co., Ltd.	http://hitachisoft.jp	Shinagawa-ku	Japan
69	Twin Systems Plc	www.twinsystems.com	St Albans	UK
70	Upic Solutions	www.upicsolutions.org	Fort Mitchell, Ky.	USA
71	TLC IT Group	www.tlcitgroup.com.au	Melbourne	Australia
72	PMV Technologies, LLC	www.pmvtech.com	Madison Heights, Mich.	USA
73	Clear Focus, Inc	www.clearfocus.net	Wenatchee, Wash.	USA
74	Acumen IT	http://www.acumenit.com	Greenville, S.C.	USA
75	AndersonPC	www.AndersonPC.com	Las Vegas, Nev.	USA

(Companies 76-100 on next page)



MSPmentor 100: Ranked 1 Through 100 (Final Page)

Rank	Company	Website	City/State	Country
76	Business Online Limited	www.bizoservices.com	Auckland	New Zealand
77	ClearPointe	www.clearpointe.com	Little Rock, Ark.	USA
78	HighSpeed Office Ltd	www.hso.uk.com	London	UK
79	Eurodatasytems plc	www.eurodatasytems.com	London	England
80	AGOSTO INC	www.agostoinc.com	Minneapolis, Minn.	USA
81	IT4, Inc.	www.it4yourbusiness.com	Woburn, Mass.	USA
82	PCMS Datafit Inc.	http://www.pcmsdatafit.com/	Cincinnati, Oh.	USA
83	Vintage IT Services	www.vintageits.com	Austin, Tex.	USA
84	Compudyne	www.compudyne.net	Duluth, Minn.	USA
85	Dempsey Bluevar	www.dempseybluevar.com	Tustin, Calif.	USA
86	eFrame, LLC	www.goeframe.com	Omaha, Neb.	USA
87	Compunite Computers, Inc.	http://www.compunite.com	Pinebrook, N.J.	USA
88	Convergence	http://www.convergencens.com	Southlake, Tex.	USA
89	IT Focus Limited	www.itfocus.ie	Dublin	Ireland
90	The Scarlett Group	www.scarlettculture.com	Orange Park, Fla.	USA
91	Care IT Ltd	www.careit.fi	Helsinki	Finland
92	Graphtech Systems (Techcare)	www.techcareusa.com	Deerfield, Ill.	USA
93	Business Vitals	www.businessvitals.com	Columbia, S.C.	USA
94	Clare Computer Solutions	www.clarecomputer.com	San Ramon, Calif.	USA
95	ECFBN, INC	www.ecfbn.com	Lake Ridge, Va.	USA
96	The I.T. Pros	www.theitpros.net	San Diego, Calif.	USA
97	Ron Cook's Connecting Point	www.cpvegas.com	Las Vegas, Nev.	USA
98	Everon Technology Services	www.everonit.com	Boston, Mass.	USA
99	masterIT LLC	www.master-IT.com	Bartlett, Tenn.	USA
100	LAN Doctors, Inc.	http://www.landoctors.com	Mahwah, N.J.	USA



MSPmentor 100: Companies Sorted Alphabetically

Overview: Here are our MSPmentor 100 companies sorted alphabetically.

Company Name	Website	City/State	Country	Rank
7ticks IT	http://www.7ticks.com	Chicago, Ill.	USA	17
Acumen IT	http://www.acumenit.com	Greenville, S.C.	USA	74
Advanced Network Products, Inc.	www.anp.net	Glenside, Pa.	USA	21
AGOSTO INC	www.agostoinc.com	Minneapolis, Minn.	USA	80
All Covered Inc	www.allcovered.com	Redwood City, Calif.	USA	42
Alpheon Corporation	www.alpheon.com	Morrisville, N.C.	USA	3
Alvarez Technology Group, Inc.	www.alvareztg.com	Salinas, Calif.	USA	51
AndersonPC	www.AndersonPC.com	Las Vegas, Nev.	USA	75
Apex Technology Management, Inc.	http://www.apextmi.com	Redding, Calif.	USA	57
Appia Communications, Inc.	www.appiaservices.com	Traverse City, Mich.	USA	5
ARRC Technology	www.rrc.com	Bakersfield, Calif.	USA	61
Backup Technology Limited	www.backup-technology.com	Leeds	UK	34
Bay Computing Group	www.baymcp.com	Concord, Calif.	USA	40
BHI Advanced Internet	www.bhi.com	Eden Prairie, Minn.	USA	18
Business Online Limited	www.bizoservices.com	Auckland	New Zealand	76
Business Vitals	www.businessvitals.com	Columbia, S.C.	USA	93
Care IT Ltd	www.careit.fi	Helsinki	Finland	91
CDot Networks Inc.	www.cdote.ca	Vancouver	Canada	44
CHIPS Computer Consulting LLC	www.chipscc.com	Syosset, N.Y.	USA	63
Clare Computer Solutions	www.clarecomputer.com	San Ramon, Calif.	USA	94
Clarix Networks	www.clarixnetworks.com	Knoxville, Tenn.	USA	54
Clear Focus, Inc	www.clearfocus.net	Wenatchee, Wash.	USA	73
ClearPointe	www.clearpointe.com	Little Rock, Ark.	USA	77
Cobweb Solutions Ltd.	www.cobweb.com	Fareham	UK	8
Compudyne	www.compudyne.net	Duluth, Minn.	USA	84
Compunite Computers, Inc.	http://www.compunite.com	Pinebrook, N.J.	USA	87
Convergence	http://www.convergencens.com	Southlake, Tex.	USA	88
Corporate Technologies LLC	www.gocorptech.com	Minneapolis, Minn.	USA	48

(Companies D through I on next page)

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MSPmentor 100: Companies Sorted Alphabetically (D-I)

Company Name	Website	City/State	Country	Rank
Dempsey Bluevar	www.dempseybluevar.com	Tustin, Calif.	USA	85
DirectPointe	www.directpointe.com	Lindon, Utah	USA	55
Do IT Smarter	www.doitsmarter.com	San Diego, Calif.	USA	16
ECFBN, INC	www.ecfbn.com	Lake Ridge, Va.	USA	95
eFrame, LLC	www.goeframe.com	Omaha, Neb.	USA	86
Enterprise Integration	www.entint.com	Jacksonville, Fla.	USA	11
ETG	www.etg.net	Birmingham, Ala.	USA	65
Eurodatasystems plc	www.eurodatasystems.com	London	England	79
Everon Technology Services	www.everonit.com	Boston, Mass.	USA	98
FusionStorm	www.fusionstorm.com	San Francisco, Calif.	USA	41
Global Data Consultants, LLC	www.globaldataconsultants.com	Chambersburg, Pa.	USA	64
Global Data Systems, Inc.	www.gdsconnect.com	Pembroke, Mass.	USA	29
Graphtech Systems (Techcare)	www.techcareusa.com	Deerfield, Ill.	USA	92
HEIT	www.goheit.com	Fort Collins, Colo.	USA	13
Helion	www.heliontechnologies.com	Hunt Valley, Md.	USA	56
HighSpeed Office Ltd	www.hso.uk.com	London	UK	78
Hitachi Software Engineering Co., Ltd.	http://hitachisoft.jp	Shinagawa-ku	Japan	68
Hosted Solutions	www.hostedsolutions.com	Raleigh, N.C.	USA	20
iNet Strategy Inc	www.inetstrategy.com	Nashville, Tenn.	USA	27
Infinity Business Systems	www.ibsfl.com	Tampa, Fla.	USA	39
inhouseIT	www.inhouseit.com	Costa Mesa, Calif.	USA	33
Interactive E-Solutions LLC	www.iesolutions.us	Baton Rouge, La.	USA	19
IT Authorities, Inc.	www.itauthorities.com	Tampa, Fla.	USA	46
IT Focus Limited	www.itfocus.ie	Dublin	Ireland	89
IT4, Inc.	www.it4yourbusiness.com	Woburn, Mass.	USA	81
iVenture Solutions, inc.	www.iventuresolutions.com	Jacksonville, Fla.	USA	62

(Companies J through P on next page)



MSPmentor 100: Companies Sorted Alphabetically (J-P)

Company Name	Website	City/State	Country	Rank
Jackson Thornton Technologies, LLC	www.jttconnect.com	Montgomery, Ala.	USA	28
L7 Solutions Pty Ltd	www.l7.com.au	Perth	Australia	58
LAN Doctors, Inc.	http://www.landoctors.com	Mahwah, N.J.	USA	100
LightEdge Solutions	www.lightedge.com	Des Moines, Ia.	USA	24
Liquid Networks, Inc.	www.liquidnetworks.com	Norristown, Pa.	USA	52
Littlefish IT Support	www.itsupport.com	Nottingham	UK	10
Long View Systems Corporation	www.longviewsystems.com	Calgary	Canada	32
masterIT LLC	www.master-IT.com	Bartlett, Tenn.	USA	99
MicroMenders	www.micromenders.com	San Francisco, Calif.	USA	4
mindSHIFT Technologies, Inc.	www.mindSHIFT.com	Fairfax, Va.	USA	1
MSP Services Network (MSPSN)	www.mspsn.com	Omaha, Neb.	USA	31
Netforce Pty Ltd	www.netforce.com.au	Neutral Bay	Australia	35
NetGain Technologies, Inc.	www.netgainit.com	Lexington, Ky.	USA	22
Netlink Group Pty Ltd	www.netlinkgroup.com.au	Perth	Australia	50
Network Outsource	www.networkoutsource.com	New Hyde Park, N.Y.	USA	37
Nitro Microsystems Inc.	www.nitro.ca	Ottawa	Canada	14
outsourcelT	www.outsourcelTcorp.com	LaPlata, Md.	USA	25
PCMS Datafit Inc.	http://www.pcmsdatafit.com/	Cincinnati, Oh.	USA	82
PEQ Consulting, Inc.	www.peqinc.com	Miamisburg, Oh.	USA	12
Perimeter eSecurity	www.perimeterusa.com	Milford, Conn.	USA	2
PMV Technologies, LLC	www.pmvtech.com	Madison Heights, Mich.	USA	72
Pointivity	www.pointivity.com	San Diego, Calif.	USA	53

(Companies Q through Z on next page)



MSPmentor 100: Companies Sorted Alphabetically (Q-Z)

Company Name	Website	City/State	Country	Rank
Riata Technologies	www.riata-tech.com	Austin, Tex.	USA	45
Ron Cook's Connecting Point	www.cpvegas.com	Las Vegas, Nev.	USA	97
Safe Systems, Inc.	www.safesystems.com	Alpharetta, Ga.	USA	15
Sagiss, LLC	www.sagiss.com	Irving, Tex.	USA	43
Sentry Networks	www.sentrynetworks.com.au	Adamstown Heights	Australia	60
Sinu, Inc	www.sinu.com	New York, N.Y.	USA	59
Structured Technologies, Inc.	www.structured.com	Rochester, N.Y.	USA	26
Synergy Global Solutions	http://www.synergy.gs	Pittsford, N.Y.	USA	38
Synoptek, Inc.	www.synoptek.com	Santa Ana, Calif.	USA	30
TechAssist LLC	www.techassistllc.com	Washington, D.C.	USA	49
The I.T. Pros	www.theitpros.net	San Diego, Calif.	USA	96
The Scarlett Group	www.scarlettculture.com	Orange Park, Fla.	USA	90
ThePlanet.com Internet Services Inc.	http://www.theplanet.com	Houston, Texas	USA	7
Think Smart Inc.	www.thinksmartinc.com	Sacramento, Calif.	USA	36
Thinsolutions	www.thinsolutions.com	Cleveland, Oh.	USA	47
Thrive Networks, Inc.	www.staplesnetworkservices.com	Concord, Mass.	USA	9
TLC IT Group	www.tlcitgroup.com.au	Melbourne	Australia	71
Trivalent Group, Inc.	www.trivalentgroup.com	Grandville, Mich.	USA	66
Twin Systems Plc	www.twinsystems.com	St Albans	UK	69
U&D Square Solutions Pvt. Ltd.	www.udsquare.com	Pune	India	6
Upic Solutions	www.upicsolutions.org	Fort Mitchell, Ky.	USA	70
Valley Network Solutions	www.vns.net/netcare	Fresno, Calif.	USA	23
Vintage IT Services	www.vintageits.com	Austin, Tex.	USA	83
VirtuWorks	www.virtuworks.com	Coral Gables, Fla.	USA	67



MSPmentor 100: Top 25 Ranked By Managed Services Revenue (2008)

Overview: This portion of the MSPmentor 100 is based purely on 2008 managed services revenue. Actual revenue figures are not displayed because we promised survey participants dollar-figure confidentiality.

Please note that several dozen larger MSPs did not qualify for this list and our MSPmentor 100 ranking because of other financial metrics, such as flat annual growth or low revenue per employee. In other words, companies first had to qualify for the overall MSPmentor 100 before they could land on this Top 25 ranking by managed services revenue.

MSP Revenue Rank	Company	Website	City/State	Country
1	Hitachi Software Engineering Co., Ltd.	http://hitachisoft.jp	Shinagawa-ku	Japan
2	mindSHIFT Technologies, Inc.	www.mindSHIFT.com	Fairfax, Va.	USA
3	Perimeter eSecurity	www.perimeterusa.com	Milford, Conn.	USA
4	LightEdge Solutions	www.lightedge.com	Des Moines, Ia.	USA
5	Hosted Solutions	www.hostedsolutions.com	Raleigh, N.C.	USA
6	Synergy Global Solutions	http://synergy.gs	Pittsford, N.Y.	USA
7	inhouseIT	www.inhouseit.com	Costa Mesa, Calif.	USA
8	Enterprise Integration	www.entint.com	Jacksonville, Fla.	USA
9	FusionStorm	www.fusionstorm.com	San Francisco, Calif.	USA
10	NetGain Technologies, Inc.	www.netgainit.com	Lexington, Ky.	USA
11	Trivalent Group, Inc.	www.trivalentgroup.com	Grandville, Mich.	USA
12	Advanced Network Products, Inc.	www.anp.net	Glenside, Pa.	USA
13	Appia Communications, Inc.	www.appiaservices.com	Traverse City, Mich.	USA
14	MicroMenders	www.micromenders.com	San Francisco, Calif.	USA
15	7ticks IT	http://www.7ticks.com	Chicago, Ill.	USA
16	Alpheon Corporation	www.alpheon.com	Morrisville, N.C.	USA
17	Thrive Networks, Inc.	www.staplesnetworkservices.com	Concord, Mass.	USA
18	Do IT Smarter	www.doitsmarter.com	San Diego, Calif.	USA
19	PCMS Datafit Inc.	http://www.pcmsdatafit.com/	Cincinnati, Oh.	USA
20	Pointivity	www.pointivity.com	San Diego, Calif.	USA
21	DirectPointe	www.directpointe.com	Lindon, Utah	USA
22	All Covered Inc	www.allcovered.com	Redwood City, Calif.	USA
23	BHI Advanced Internet	www.bhi.com	Eden Prairie, Minn.	USA
24	Corporate Technologies LLC	www.gocorpotech.com	Minneapolis, Minn.	USA
25	PEQ Consulting, Inc.	www.peqinc.com	Miamisburg, Oh.	USA



MSPmentor 100: Top 25 Ranked By Managed Services Dollar Growth (2008 vs. 2007)

Overview: Here, we recognize the 25 companies that increased their managed services revenue (in terms of dollars) the most in 2008 compared to 2007. Actual revenue growth figures are not displayed because we promised survey participants dollar-figure confidentiality. Also, growth rankings are based on managed services revenue rather than overall company revenue.

MSP Revenue Dollar Growth	Company	Website:	City/State	Country
1	Hitachi Software Engineering Co., Ltd.	http://hitachisoft.jp	Shinagawa-ku	Japan
2	mindSHIFT Technologies, Inc.	www.mindSHIFT.com	Fairfax, Va.	USA
3	Perimeter security	www.perimeterusa.com	Milford, Conn.	USA
4	Hosted Solutions	www.hostedsolutions.com	Raleigh, N.C.	USA
5	LightEdge Solutions	www.lightedge.com	Des Moines, Ia.	USA
6	MicroMenders	www.micromenders.com	San Francisco, Calif.	USA
7	NetGain Technologies, Inc.	www.netgainit.com	Lexington, Ky.	USA
8	Long View Systems Corp.	www.longviewsystems.com	Calgary	Canada
9	7ticks IT	http://www.7ticks.com	Chicago, Ill.	USA
10	Thrive Networks, Inc.	www.staplesnetworkservices.com	Concord, Mass.	USA
11	Alpheon Corporation	www.alpheon.com	Morrisville, N.C.	USA
12	Appia Communications, Inc.	www.appiaservices.com	Traverse City, Mich.	USA
13	FusionStorm	www.fusionstorm.com	San Francisco, Calif.	USA
14	PEQ Consulting, Inc.	www.peginc.com	Miamisburg, Oh.	USA
15	Valley Network Solutions	www.vns.net/netcare	Fresno, Calif.	USA
16	HEIT	www.goheit.com	Fort Collins, Colo.	USA
17	Enterprise Integration	www.entint.com	Jacksonville, Fla.	USA
18	BHI Advanced Internet	www.bhi.com	Eden Prairie, Minn.	USA
19	Interactive E-Solutions LLC	www.iesolutions.us	Baton Rouge, La.	USA
20	Safe Systems, Inc.	www.safesystems.com	Alpharetta, Ga.	USA
21	All Covered Inc	www.allcovered.com	Redwood City, Calif.	USA
22	Synoptek, Inc.	www.synoptek.com	Santa Ana, Calif.	USA
23	Structured Technologies, Inc.	www.struct.com	Rochester, N.Y.	USA
24	Synergy Global Solutions	http://synergy.gs	Pittsford, N.Y.	USA
25	Infinity Business Systems	www.ibsfl.com	Tampa, Fla.	USA



MSPmentor 100: Top 25 Ranked By Managed Services Revenue Percentage Growth (2008 vs. 2007)

Overview: Companies with minimal or no managed services revenue in 2007 were not eligible for this portion of the report, since their percentage growth would have been infinite. Also, MSPs had to be on the primary MSPmentor 100 list to land on this section. In other words, dozens of MSPs with triple-digit growth rates (or higher) didn't qualify for this portion of this list because they weren't on the overall MSPmentor 100.

Rank	Percent MSP Revenue Growth	Company	Website	City/State	Country
1	1633%	Infinity Business Systems	www.ibsfl.com	Tampa, Fla.	USA
2	1100%	Valley Network Solutions	www.vns.net/netcare	Fresno, Calif.	USA
3	900%	IT Focus Limited	www.itfocus.ie	Dublin	Ireland
3	900%	VirtuWorks	www.virtuworks.com	Coral Gables, Fla.	USA
5	490%	IT Authorities, Inc.	www.itauthorities.com	Tampa, Fla.	USA
6	460%	Safe Systems, Inc.	www.safesystems.com	Alpharetta, Ga.	USA
7	400%	Bay Computing Group	www.baymcp.com	Concord, Calif.	USA
8	300%	CDot Networks Inc.	www.cdote.ca	Vancouver	Canada
9	267%	The Scarlett Group	www.scarlettculture.com	Orange Park, Fla.	USA
10	243%	AndersonPC	www.AndersonPC.com	Las Vegas, Nev.	USA
11	233%	MSP Services Network (MSPSN)	www.mspsn.com	Omaha, Neb.	USA
12	225%	HEIT	www.goheit.com	Fort Collins, Colo.	USA
13	200%	Structured Technologies, Inc.	www.struct.com	Rochester, N.Y.	USA
14	196%	PEQ Consulting, Inc.	www.peqinc.com	Miamisburg, Oh.	USA
15	187%	Clear Focus, Inc	www.clearfocus.net	Wenatchee, Wash.	USA
16	164%	Claris Networks	www.clarisnetworks.com	Knoxville, Tenn.	USA
16	164%	Interactive E-Solutions LLC	www.iesolutions.us	Baton Rouge, La.	USA
18	161%	Thrive Networks, Inc.	www.staplesnetworkservices.com	Concord, Mass.	USA
19	157%	iNet Strategy Inc	www.inetstrategy.com	Nashville, Tenn.	USA
20	154%	masterIT LLC	www.master-IT.com	Bartlett, Tenn.	USA
21	150%	outsourcelT	www.outsourceITcorp.com	LaPlata, Md.	USA
22	138%	Business Online Limited	www.bizoservices.com	Auckland	New Zealand
23	133%	MicroMenders	www.micromenders.com	San Francisco, Calif.	USA
24	132%	7ticks IT	http://www.7ticks.com	Chicago, Ill.	USA
25	113%	Sentry Networks	www.sentrynetworks.com.au	Adamstown Heights	Australia

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MSPmentor 100: Devices Managed

Overview: Here, we identify managed service providers that oversee the largest number of devices on the MSPmentor 100. The total number managed by each company can include customer seats, PCs, servers, switches, routers, firewalls and other network nodes. We realize this ranking is not an exact science. Several solutions providers gave us rough estimates for devices managed. Other solutions providers managing 100,000 or more devices did not qualify for the overall MSPmentor 100 because of other factors, such as flat revenue results from 2007 to 2008.

Devices Managed (Approx)	Rank	Company	Website	City/State	Country
90,000	1	U&D Square Solutions Pvt. Ltd.	www.udsquare.com	Pune	India
75,000	2	Synergy Global Solutions	www.synergy.gs	Pittsford, N.Y.	USA
63,000	3	mindSHIFT Technologies, Inc.	www.mindSHIFT.com	Fairfax, Va.	USA
57,000	4	ThePlanet.com Internet Services Inc.	http://www.theplanet.com	Houston, Texas	USA
47,000	5	Advanced Network Products, Inc.	www.anp.net	Glenside, Pa.	USA
38,000	6	Littlefish IT Support	www.itsupport.com	Nottingham	UK
34,400	7	Sentry Networks	www.sentrynetworks.com.au	Adamstown Heights	Australia
30,700	8	DirectPointe	www.directpointe.com	London, Utah	USA
25,000	9	Enterprise Integration	www.entint.com	Jacksonville, Fla.	USA
25,000	9	Network Outsource	www.networkoutsource.com	New Hyde Park, N.Y.	USA
20,000	11	inhouseIT	www.inhouseit.com	Costa Mesa, Calif.	USA
20,000	11	Nitro Microsystems Inc.	www.nitro.ca	Ottawa	Canada
11,900	13	eFrame, LLC	www.goeframe.com	Omaha, Neb.	USA
11,500	14	PEQ Consulting, Inc.	www.peqinc.com	Miamisburg, Oh.	USA
11,000	15	Do IT Smarter	www.doitsmarter.com	San Diego, Calif.	USA
11,000	15	Jackson Thornton Technologies, LLC	www.jttconnect.com	Montgomery, Ala.	USA
10,000	17	iNet Strategy Inc	www.inetstrategy.com	Nashville, Tenn.	USA
9,000	18	Safe Systems, Inc.	www.safesystems.com	Alpharetta, Ga.	USA
8,450	19	Helion	www.heliontechnologies.com	Hunt Valley, Md.	USA
8,000	20	Long View Systems Corporation	www.longviewsystems.com	Calgary	Canada
7,500	21	Clarix Networks	www.clarixnetworks.com	Knoxville, Tenn.	USA
7,200	22	HEIT	www.goheit.com	Fort Collins, Colo.	USA
7,100	23	Corporate Technologies LLC	www.gocorpotech.com	Minneapolis, Minn.	USA
7,000	24	Perimeter eSecurity	www.perimeterusa.com	Milford, Conn.	USA
6,000	25	IT Authorities, Inc.	www.itauthorities.com	Tampa, Fla.	USA
6,000	25	Pointivity	www.pointivity.com	San Diego, Calif.	USA
6,000	25	Twin Systems Plc	www.twinsystems.com	St Albans	UK

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Conclusions

MSPmentor 100 companies generated a combined \$799 million in managed services revenues for 2008, up 46% from 2007. However, MSPmentor continues to warn that no portion of the high-technology landscape is completely immune to an economic slowdown or recession.

In recent months, we've heard increased reports from MSPs that are struggling to (A) collect payment from small business customers or (B) renegotiating service level agreements with customers that are reducing staff or require fewer devices to be remotely managed.

Small MSPs serving small businesses seem to be hardest hit, while slightly larger MSPs serving mid-size customers seem to be best positioned for potential outsourcing engagements.

We also expect to see increased competition between some MSP software providers and their MSP service providers – especially as end-customers evaluate SaaS (software as a service) options.

Future Research

Nine Lives Media Inc., owner of MSPmentor.net, develops additional research projects including:

- The MSPmentor 250 (Summer 2009), identifying the MSP industry's top executives, entrepreneurs and experts.
- The Open Source 50 (Winter 2009), tracking the world's most promising open source channel partner programs.
- The WorksWithU 1000 (ongoing), identifying 1000 businesses and organizations deploying Ubuntu Linux.

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