



# Collabrance MSSP Offering™

## Supplement Your Core Managed Services Solution

**Are your customers protected?** We've built and will continually evolve and adjust our solutions to meet the IT needs of your SMB customers. For your customers who keep cyber security top of mind and need the highest-level of protection, our Collabrance MSSP Offering enhances our "[Collabrance MSP Offering](#)" with more industry-leading cyber security components.

### Best-in-Class Products and Services

A robust cyber security solution in one bundle.

	MSP Offering	Cyber Security Bundle	MSSP Offering
<b>COGS Monthly Price Per User</b>	<b>\$55-\$75</b>	<b>\$36</b>	<b>\$90-\$110</b>
<b>Cyber Security Bundle</b>			
Advanced Threat Protection (ATP)		X	X
*Data Loss Prevention (DLP)		X	X
<b>Security Awareness Training</b>			
Baseline Email Phishing Campaign		X	X
Security Awareness Video		X	X
Additional Phishing Campaigns		X	X
Quarterly Video Training (PCI, HIPPA, etc.)		X	X
<b>Endpoint Detection and Response (EDR)</b>			
Integration with SIEM & SOC Services		X	X
Utilization of Artificial Intelligence (AI)		X	X
Threat Detection		X	X
Investigation of Indicators of Compromise (IOCs)		X	X
Threat Containment & Remediation		X	X
Activity Report and Threat Hunting		X	X
<b>Dark Web Monitoring</b>			
Fully managed dark web status monitoring		X	X
Real-time notifications with details of compromises		X	X
<b>**SIEM &amp; SOC Services</b>			
24x7x365 Security Operations Center (SOC)		<i>Recommended</i>	X
SIEM Solution with high-speed, real-time analysis of event logs		<i>Recommended</i>	X
Security Threat Research		<i>Recommended</i>	X
SOC 2 Compliant Provider		<i>Recommended</i>	X
<b>***Assessment Tools</b>			
Business Risk Assessment Tool		<i>Recommended</i>	X
Network Assessment Tool		<i>Recommended</i>	X
<b>Other Security</b>			
Backup - Named files - Monitor and Remediate		X	X
Backup - Named files - Recovery of Individual Files		X	X
Laptop Drive Encryption		X	X
Password Management Software		X	X
2 Factor Authentication		X	X

\*To use Data Loss Prevention, organizations need to be using Exchange Online Plan 2, E3 or E5 licenses which could increase costs.

\*\*SIEM and SOC Services available for an additional cost.

\*\*\*Assessment Tools available for purchase for a monthly charge of \$149 per tool / per month which includes unlimited usage of the tools.



	MSP Offering	Cyber Security Bundle	MSSP Offering
<b>Managed Services</b>			
Hardware Health Monitoring	X		X
Device Performance Monitoring	X		X
Disk Health Check	X		X
AV and Patch Monitoring	X		X
3rd Party Patching - Windows	X		X
HTTP/HTTPS Monitoring	X		X
Proactive Reboot Procedures	X		X
Patching Verification	X		X
Internet Connectivity	X		X
Password Policy	X		X
Active Directory and Exchange	X		X
Security and Distribution Group Management	X		X
Printer and File Sharing Permission Management	X		X
SPAM Filtering	X		X
Password Updates	X		X
Support up to, and through the OS	X		X
Remote Desktop Access	X		X
Mobile Email Account Setup	X		X
Mobile ActiveSync	X		X
Live-Answer Service Desk	X		X
Image- level Monitor, Remediate and Restore	X		X
Image- level Bare Metal Restore	X		X
Image- level Local Virtualization	X		X
Image- level Cloud Virtualization	X		X
File-level Monitor and Remediate	X		X
File-level Recovery of Individual Files	X		X
<b>Reporting</b>			
Remote Resolution Rate	X		X
UTM Report	X		X
License Key Inventory Report	X		X
Hardware Upgrade Planning Report	X		X
Quarterly Business Review Report	X		X
Capacity Planning Report	X		X
Hardware Inventory Report	X		X
Account Scorecard (Service Provider Trending)	X		X
SLA Reporting	X		X
Monthly Web Traffic Overview Report (UTM)	X		X
<b>Other</b>			
Sales Support	X		X
Pre-Sales Engineering Support	X		X
Onboarding Support	X		X
<b>Unified Threat Management (UTM)</b>			
HaaS®, including Hardware, Warranty, Replacement	X		X
Updates: OS and Signature	X		X
Change Requests	X		X
Routing, Policies and Network/Port Address Translation	X		X
Content Filtering	X		X
SSL VPN	X		X
LDAP Authentication Integration	X		X
IPSec VPN	X		X
ISP Failover Configuration	X		X
Intrusion Detection & Prevention System (IDS & IPS)	X		X
<b>Email Solution</b>			
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