

SPECIAL REPORT
**Best Channel Vendors
 2017**

EDITOR'S NOTES






We made some changes to the presentation of results for managed services this year. With some products now blurring the lines between PSA (professional services automation), RMM (remote monitoring and management), and other managed services tools, we thought it best to combine the vendors into one category.

A perfect example of this blurring is with a new winner this year, Atera. The company provides a PSA tool, RMM, and remote control all in one.

Many of the other winners this year are repeats from years past. In fact, Autotask and ConnectWise have been Best Channel Vendors since we launched this special report. Managed services scores overall were exceptional, so kudos to all the vendors in this space.

Managed Services

Each Winning Vendor's Top Two Categories

		Service & Support	Channel Friendly	Channel Program	Product Features	Product Reliability	Product Innovation	Adequate Margins
 ATERA	Atera www.atera.com		✓					✓
 Autotask	Autotask www.autotask.com		✓			✓		
 ConnectWise	ConnectWise www.connectwise.com		✓		✓			
 Continuum IT management platform	Continuum www.continuum.net		✓	✓				
 QuoteWerks	QuoteWerks www.quotewerks.com	✓	✓					
 RapidFireTools IT Assessments Made Fast & Easy	RapidFire Tools www.rapidfiretools.com				✓	✓		
 solarwinds msp	SolarWinds MSP (LOGICnow & SolarWinds N-able) www.solarwindsmsp.com		✓		✓			