

SPECIAL REPORT
**Best Channel Vendors
 2015**







EDITOR'S NOTES

Business continuity/backup and disaster recovery (BDR) solutions continue to hold an important position in an MSP's (managed services provider's) offering. This year, we had 80 vendors listed in the survey. Based on the survey results, many are doing a great job. Indeed, the average scores in this category were among the highest of any category within the survey. Due to closeness of scores, we had four winners in this category this year.





Business Continuity/BDR

Each Winning Vendor's Top Two Categories

		Service & Support	Channel Friendly	Channel Program	Product Features	Product Reliability	Product Innovation	Adequate Margins
	Datto www.dattobackup.com		✓		✓			
	StorageCraft www.storagecraft.com				✓	✓		
	Unitrends www.unitrends.com		✓			✓		
	Vembu Technologies www.vembu.com						✓	✓

Network Security

Each Winning Vendor's Top Two Categories

		Service & Support	Channel Friendly	Channel Program	Product Features	Product Reliability	Product Innovation	Adequate Margins
	AVG Technologies www.avgtechnologies.com		✓		✓			
	Cisco Systems www.cisco.com					✓	✓	
	Dell SonicWALL www.sonicwall.com				✓	✓		
	Symantec www.symantec.com				✓	✓		

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Since this survey and report's inception in 2009, Autotask and ConnectWise have been named Best Channel Vendors by our audience. This year is no different. There have been a couple new automation tools pop up in 2014, so it will be interesting to see if they can make any movement in next year's survey.

The remote monitoring and management (RMM) category also saw repeat winners this year. The only change to the results was GFI going through a rebrand to MAXfocus.






PROFESSIONAL SERVICES AUTOMATION (PSA)

Each Winning Vendor's Top Two Categories

		Service & Support	Channel Friendly	Channel Program	Product Features	Product Reliability	Product Innovation	Adequate Margins
	Autotask www.autotask.com		✓			✓		
	ConnectWise www.connectwise.com		✓		✓			

REMOTE MONITORING & MANAGEMENT

Each Winning Vendor's Top Two Categories

		Service & Support	Channel Friendly	Channel Program	Product Features	Product Reliability	Product Innovation	Adequate Margins
	Continuum www.continuum.net		✓			✓		
	MAXfocus www.maxfocus.com					✓		✓
	N-able by Solarwinds www.n-able.com		✓		✓			

AUTOMATION TOOLS
 REMOTE MONITORING