CHANNELe2e
from entrepreneur to exit
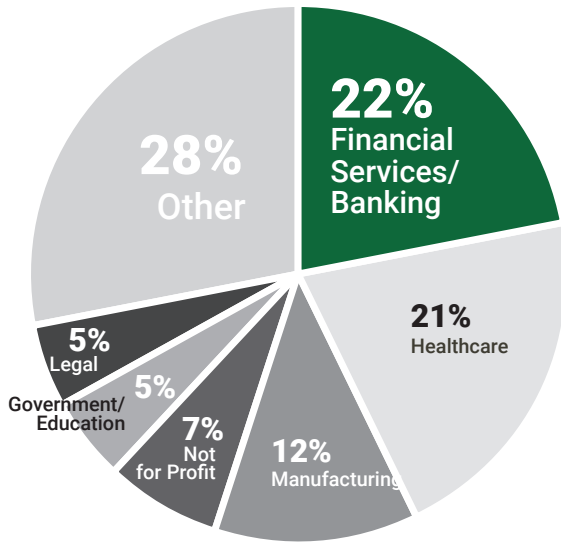
TOP 100
VERTICAL MARKET
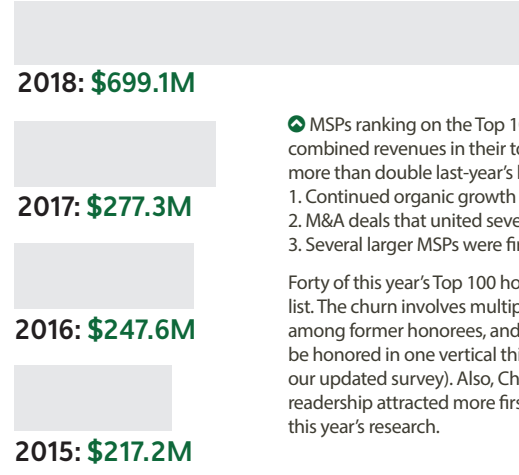# MSPs™
2019 Edition

Welcome & Methodology

Welcome to the Top 100 Vertical Market MSPs™ 2019 Edition. The research and corresponding list are based on a ChannelE2E™ editorial coverage and worldwide survey of MSPs, conducted in Q4 2018 through January 2019. Rankings are based on annual recurring revenues in specific vertical markets. This is our fourth-annual research report.

Participating MSPs: Focus Areas*

- **22%** Financial Services/Banking
- **21%** Healthcare
- **12%** Manufacturing
- **7%** Not for Profit
- **5%** Government/Education
- **5%** Legal
- **28%** Other

⌃ This year's results saw a significant increase in the financial services vertical (up from 16% last year) and a minor increase in the not-for-profit vertical (up from 3% last year). The healthcare vertical fell a bit (from 26% last year) amid continued M&A in that sector. The "Other" category was essentially flat with last year as numerous niches (such as media and transportation) continue to attract MSPs.
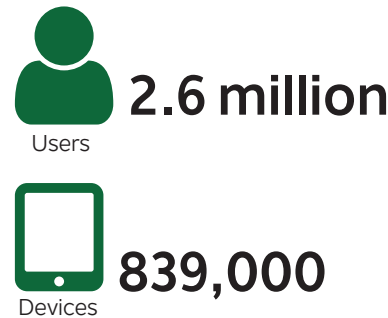
Combined Vertical Market Recurring Revenues*

- 2018: **$699.1M**
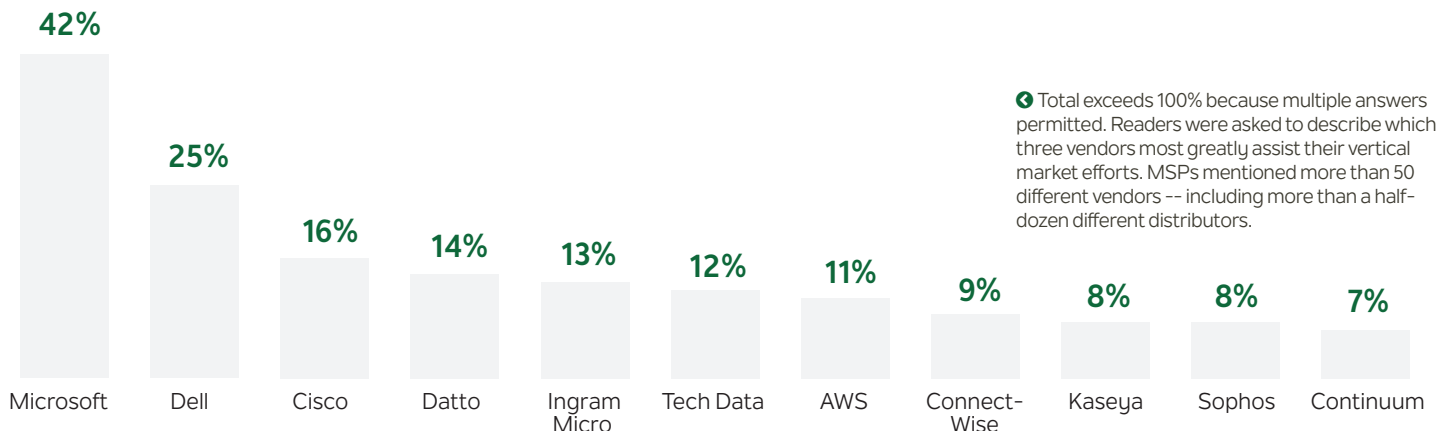- 2017: **$277.3M**
- 2016: **$247.6M**
- 2015: **$217.2M**

⌃ MSPs ranking on the Top 100 list increased their combined revenues in their top verticals to $699.1 million, more than double last-year's list because of three factors:
1. Continued organic growth
2. M&A deals that united several vertical market MSPs
3. Several larger MSPs were first-time survey participants.

Forty of this year's Top 100 honorees were on last year's list. The churn involves multiple factors -- including M&A among former honorees, and the fact that MSPs can only be honored in one vertical this year (n accordance with our updated survey). Also, ChannelE2E's growing MSP readership attracted more first-time survey participants to this year's research.

What The Top 100 Manages*

2.6 million Users

839,000 Devices

Top Vendors Empowering Vertical Market MSPs*

Microsoft	Dell	Cisco	Datto	Ingram Micro	Tech Data	AWS	Connect-Wise	Kaseya	Sophos	Continuum
42%	25%	16%	14%	13%	12%	11%	9%	8%	8%	7%

◄ Total exceeds 100% because multiple answers permitted. Readers were asked to describe which three vendors most greatly assist their vertical market efforts. MSPs mentioned more than 50 different vendors -- including more than a half-dozen different distributors.

*Source: ChannelE2E Top 100 Vertical Market MSPs, 2019 Edition

Top 5 **Financial Services MSPs**

VERTICAL RANK	2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	3			Eze Castle Integration	www.eci.com	Boston, MA	John Cahaly, CEO
2	6	2		Konica Minolta Business Solutions USA Inc	http://kmbs.konicaminolta.us	Ramsey, NJ	Todd Croteau, President
3	9			Coreio Inc.	www.coreio.com	Woodbridge, Ontario Canada	David Naiman, President & CEO
4	11	6		Thrive	www.thrivenetworks.com	Foxborough, MA	Rob Stephenson, CEO
5	13	7	12	CalTech	www.caltech.com	San Angelo, TX	Will Welch, CEO

UPSIDE

The top seven digital transformation trends in financial services for 2019 include mobile banking, mobile pay, mobile apps (particularly third-party services that integrate with banking apps), blockchain, automated wealth management, and back-end systems automation to eliminate paper-based loan applications and more, according to BroadSuite Media Group.

DOWNSIDE

Banks, obviously, remain direct and indirect targets for hackers. Phishing attacks, payroll scams and other digital heists have hit multiple banks and their end-customers in early 2019. Recent victims include the City of Tallahassee, Florida, which suffered a $500,000 hack involving its bank and payroll system. Banks may also face more competition as Apple, Amazon and other technology giants seek to ease or disrupt the credit and lending markets.

GET TO KNOW

> **Association for Financial Technology**
http://aftweb.com

> **FinTech Professionals Association**
http://fintechpros.org

> **Wall Street Technology Associations**
http://www.wsta.org

Leading MSPs in Financial Services

Average Annual Recurring In Vertical:

$8.2 million

Top 5 **Healthcare MSPs**

VERTICAL RANK	2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	8			C Spire Business	www.cspire.com/business	Ridgeland, MS	Don Monistere, GM
2	10			Involta	www.involta.com	Cedar Rapids, IA	Bruce Lehrman, CEO
3	15	39	28	CareWorx Fully Managed	www.careworx.com	Ottawa, Ontario Canada	Mark Scott, CEO
4	18			Fortify 24x7	www.fortify24x7.com	Point Roberts, WA	Jeremy Murtishaw, CEO & CTO
5	21	12	18	Medicus IT LLC	www.MedicusIT.com	Alpharetta, GA	Chris Jann, CEO

UPSIDE

Digital health tools have been riding the peak of the hype cycle for several years now, but 2019 will be the year that digital health innovators will be accountable for delivering tangible results, according to HIMSS (the Healthcare Information and Management Systems Society). MSPs will need to push hard into artificial intelligence (AI) and machine learning to help providers identify at-risk customers who have emerging or hidden health issues, HIMSS says. Also, expect broader use of voice recognition, chatbots and intelligent assistants to reduce clinician burden, HIMSS says.

DOWNSIDE

MSPs are generally late to the AI and machine learning market. Also, HIPAA compliance discussions and privacy discussions remain timely. However, MSPs sometimes underestimate how much time and knowledge are required to monetize such discussions.

Leading MSPs in Healthcare

Average Annual Recurring In Vertical

$4.5 million

GET TO KNOW

❯ **Compliancy Group**
www.compliancy-group.com)

❯ **HIMSS**
www.himss.org

VERTICAL RANK	2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	7			Advanced Technology Services Inc.	www.advancedtech.com/it-services	Peoria, IL	Dave Corey, VP of IT Services
2	27	27		Accent Computer Solutions Inc.	www.teamaccent.com	Rancho Cucamonga, CA	Marty Kaufman, CEO
3	30			WebJaguar	www.webjaguar.com	Aliso Viejo, CA	Bachir Kassir, CEO
4	36	19		SWK Technologies Inc	www.swknetworkservices.com	East Hanover, NJ	Mark Meller, CEO
5	43			DCG Technical Solutions Inc.	www.dcgla.com	La Canada, CA	Brent Whitfield, CEO

UPSIDE

According to the Association of Equipment manufacturers, the top five trends in this vertical for 2019 include: Intelligent manufacturing, data utilization, IoT sensors on manufacturing floors, workforce training (and retraining), and artificial intelligence for robotics.

DOWNSIDE

As we've pointed out before, the typical MSP lacks expertise in the big growth areas like AI, robots and big data analysis from IoT sensors –– all of which will be piloted in 2019 with broad adoption by 2021, according to IQMS.

GET TO KNOW

❯ **Association for Manufacturing Technology**
www.amtonlineonline.org

❯ **Association of Equipment Manufacturers**
https://www.aem.org/

Leading MSPs in Manufacturing

Average Annual Recurring in Vertical:

$3.7 million

Top 5 **Not-for-Profit MSPs**

VERTICAL RANK	2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	14	10		American Technology Services Inc.	www.networkats.com	Fairfax, VA	Jeff Chandler, CEO
2	40			ITEGRIA, LLC	www.itegria.com	Northbrook, IL	Richard Mabbun, CEO & Managing Partner
3	66			WCA Technologies Inc.	www.wcatech.com	New York, NY	Peter Fidler, President
4	70			Datalyts LLC	www.datalyst.net	Lakeville, MA	Daniel Mathieu, CEO
5	79	67	65	Tier One Technology Partners	www.tieroneit.com	Owings Mills, MD	David Shaffer, Founder & CEO

UPSIDE

The game plan for MSPs in the not-for-profit vertical is relatively straightforward. As outlined by DNL MNI Media: First, understand the not-for-profit's annual fundraising goals for the current year, and how it compares to the previous year. Second, determine which fundraising tools are already in place and measure their effectiveness -- paying close attention to online giving and mobile giving. Third, assist a data strategy that helps organizations grow their donor base. Fourth, figure out an IT budget that aligns with those goals.

DOWNSIDE

MSPs may face a chicken-and-the-egg quandary, since not-for-profits sometimes have trouble finding budget for their fundraising activities. Still, the shift toward SaaS-based services has, in many cases, lowered the upfront cost burden.
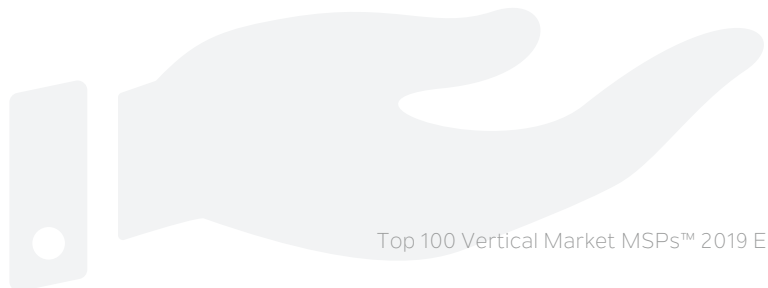
GET TO KNOW

❯ **National Council of Nonprofits**
https://www.councilofnonprofits.org/

Leading MSPs in Not-for-Profit

Average Annual Recurring in Vertical:

$2.4 million

Top 5 **Government & Education MSPs**

VERTICAL RANK	2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	1			ECS	https://ecstech.com	Fairfax, VA	George Wilson, CEO
2	26			stackArmor	www.stackArmor.com	West Mclean, VA	Gaurav Pal, CEO
3	48			Colorado Computer Support Inc	www.coloradosupport.com	Colorado Springs, CO	Blake Schwank, CEO
4	63			Apex Technology Management Inc.	www.apex.com	Redding, CA	Scott Putnam, CEO
5	74			GO Concepts Inc.	www.itfordd.com	Lebanon, OH	John Gambill Jr, CEO

GOVERNMENT UPSIDE

The proposed 2020 federal IT spending budget is roughly $88 billion — or roughly flat with previous budgets. Much of the focus involves cybersecurity, cloud-first transitions away from on-premises data centers, and self-service applications that allow U.S. citizens to more easily interact with the government. At the state and local level, North Dakota is the first state to promote a single cybersecurity plan that spans all of its agencies and schools.

GOVERNMENT DOWNSIDE

In-fighting between Republicans and Democrats has delayed a much-hyped plan to strengthen physical and digital infrastructure -- such as highways, bridges, airports, railroads and associated IT systems.

EDUCATION UPSIDE

Lawsuits and ethical questions are forcing universities and colleges to rethink how they recruit and admit students, offer financial aid and scholarships, and classify students according to race and sex. Many of those debates and shifts will require data- and application-centric upgrades.

EDUCATION DOWNSIDE

Universities, colleges and K-12 schools continue to experience heightened layoffs, a trend that we noted in our previous two reports. Those tight budgets aren't limited to classrooms, and many colleges are re-thinking their long-term technology plans. Some universities are trying to activate SaaS-based education systems on their own, bypassing partners along the way.

Leading MSPs in Government and Education

Average Annual Recurring in Vertical:

$22.8 million

GET TO KNOW

❯ **Educause**
http://www.educause.edu

❯ **National Association of State Technology Directors**
http://www.nastd.org

❯ **Association for Federal Information Resources Management, AFFIRM**
http://affirm.org

Top 100 **Vertical Market MSPs**

COMPANIES RANKED 1-20

2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
1			ECS	www.esctech.com	Fairfax, VA	George Wilson, CEO	Government
2	92		Onica	www.onica.com	Santa Monica , CA	Stephen Garden, CEO	Technology
3			Eze Castle Integration	www.eci.com	Boston, MA	John Cahaly, CEO	Financial Services/ Banking
4			AllCloud	www.allcloud.io	Rosh Haayin, Georgia, Israel	Eran Gil, CEO	Technology
5			ServerCentral Turing Group	www.servercentral. com	Chicago, IL	Jordan Lowe, Co-Founder & CEO	Technology
6	2		Konica Minolta Business Solutions USA Inc	http://kmbs.konicami-nolta.us	Ramsey, NJ	Todd Croteau, President	Financial Services/ Banking
7			Advanced Technology Services Inc.	www.advancedtech. com/it-services	Peoria, IL	Dave Corey, VP of IT Services	Manufacturing
8			C Spire Business	www.cspire.com/ business	Ridgeland, MS	Don Monistere, GM	Healthcare
9			Coreio Inc.	www.coreio.com	Woodbridge, Ontario Canada	David Naiman, President & CEO	Financial Services/ Banking
10			Involta	www.involta.com	Cedar Rapids, IA	Bruce Lehrman, CEO	Healthcare
11	6		Thrive	www.thrivenetworks. com	Foxborough, MA	Rob Stephenson, CEO	Financial Services/ Banking
12	24		Security Validation	SecValMSP	www.securityval.com	Montclair, NJ	David Durko, CEO	Hospitality (hotels, etc.)
13	7	12	CalTech	www.caltech.com	San Angelo, TX	Will Welch, CEO	Financial Services/ Banking
14	10		American Technology Services Inc.	www.networkats.com	Fairfax, VA	Jeff Chandler, CEO	Not for profit
15	39	28	CareWorx Fully Managed	www.careworx.com	Ottawa, Ontario Canada	Mark Scott, CEO	Healthcare
16	50		Focal Point Solutions Group	www.focalpointsg.com	Ellenton, FL	Ronald Venzin, CEO	Technology
17			eMazzanti Technologies	www.emazzanti.net	Hoboken, NJ	Jennifer Mazzanti, CEO	Retail
18			Fortify 24x7	www.fortify24x7.com	Point Roberts, WA	Jeremy Murtishaw, CEO & CTO	Healthcare
19			Locknet - An EO Johnson Company	www.locknetmanage-dit.com	Onalaska, WI	Mary Jo Johnson, CEO & Owner	Financial Services/ Banking
20	14	19	West Monroe Partners	www.wmp.com	Chicago, IL	Kevin McCarty, CEO	Financial Services/ Banking

COMPANIES RANKED 21-40

2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
21	12	18	Medicus IT LLC	www.MedicusIT.com	Alpharetta, GA	Chris Jann, CEO	Healthcare
22			MVP Network Consulting	www.mvpworks.com	Buffalo, NY	Ikram Massabini, CEO	Healthcare
23			Approyo	www.approyo.com	Brookfield, WI	Chris Carter, Founder & CEO	Technology
24	16	21	Proactive Technologies LLC	www.proactivetech.net	New York, NY	Jacob Cane, President	Financial Services/ Banking
25	17	10	Computer Resources of America	www.consultcra.com	New York, NY	Chico Ramnarayan, President & CEO	Financial Services/ Banking
26			stackArmor	www.stackArmor.com	West Mclean, VA	Gaurav Pal, CEO	Government
27	27		Accent Computer Solutions Inc.	www.teamaccent.com	Rancho Cucamonga, CA	Marty Kaufman, CEO	Manufacturing
28	26		Creative Technology Solutions	www.creativetech.com	Skokie, IL	Eli Webster, CEO	Healthcare
29	18	39	Hilltop Consultants Inc.	www.hilltopconsul-tants.com	Washington, DC	Jim Turner, President	Legal
30			WebJaguar	www.webjaguar.com	Aliso Viejo, CA	Bachir Kassir, CEO	Manufacturing
31			IRIS Solutions	www.irissol.com	Charlotte, NC	Reginald Stevens, CEO	Healthcare
32			Netstar	www.netstar.co.uk	London, UK	Mit Patel, Managing Director	Financial Services/ Banking
33			Xantrion Inc.	www.xantrion.com	Oakland, CA	Anne Bisagno, President	Financial Services/ Banking
34			Network Solutions Provider	www.networksolution-sprovider.com	Long Beach, CA	Phillip Walker, Customer Advocate Leader	Healthcare
35	9		Snap Tech IT	www.snaptechit.com	Cumming, GA	Karl Bickmore, CEO	Financial Services/ Banking
36	19		SWK Technologies Inc	www.swknetworkser-vices.com	East Hanover, NJ	Mark Meller, CEO	Manufacturing
37			netConsult Ltd	www.netconsult.co.uk	London, UK	Richard McDonald, CEO	Financial Services/ Banking
38			CloudHesive	www.cloudhesive.com	Fort Lauderdale, FL	Jim Walker, CEO	Retail
39			Advanced Network Solutions	www.ansolutions.com	Nashville, TN	Richard Pinson, CEO	Financial Services/ Banking
40			ITEGRIA, LLC	www.itegria.com	Northbrook, IL	Richard Mabbun, CEO & Managing Partner	Not for profit

COMPANIES RANKED 41–60

2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
41	48	38	Information Strategy Design	www.isdesign.com	Mesa, AZ	Steven Losefsky, CEO	Healthcare
42			Tier3MD	www.tier3md.com	Chamblee, GA	Sheryl Cherico, CEO	Healthcare
43			DCG Technical Solutions Inc.	www.dcgla.com	La Canada, CA	Brent Whitfield, CEO	Manufacturing
44			BlazeClan Technologies	www.blazeclan.com	Pune, Maharashtra, India	Varoon Rajani, CEO	Financial Services/Banking
45	23	46	JMARK Business Solutions Inc.	www.JMARK.com	Springfield, MO	Thomas Douglas, CEO	Healthcare
46	54	45	LAN Infotech LLC	www.laninfotech.com	Fort Lauderdale, FL	Michael Goldstein, President	Legal
47			Lair Services	www.lairservices.com	Tampa, FL	Thomas Raad, President	Small Business
48			Colorado Computer Support Inc	www.coloradosupport.com	Colorado Springs, CO	Blake Schwank, CEO	Education
49			Cloudticity	www.cloudticity.com	Seattle, WA	Gerry Miller, Founder & CEO	Healthcare
50			Lloyd Group	www.lloydgroup.com	New York , NY	Adam Eiseman, Founder, President & CEO	Financial Services/Banking
51	56	53	IT Solutions Consulting, Inc.	www.itsolutions-inc.com	Fort Washington, PA	Ted Swanson, Founder	Legal
52			Integrated Business Systems, Inc.	www.ibsre.com	Totowa, NJ	Michael Mullin, President & CEO	Real Estate
53	45	42	Vistem Solutions Inc.	www.vistem.com	Irvine, CA	Rodney Shook , President	Transportation
54	49	47	PICS ITech	www.pics-itech.com	Mt. Holly, NJ	Terrence Rossi, CIO	Manufacturing
55			eNerds	www.enerds.com.au	North Sydney, New South Wales, Australia	Jamie Warner, CEO	Construction
56			Digital Integrated Systems	www.discomputers.com	Richfield, OH	Robert Najjar, President	Manufacturing
57	46	24	Valiant Technology	www.thevaliantway.com	New York, NY	Georg Dauterman, Partner	Media
58			HTG 360	www.HTG360.com	Phoenix, AZ	Chris Ichelson, CEO	Financial Services/Banking
59			Intivix	www.intivix.com	San Francisco, CA	Rob Schenk, CEO	Transportation
60	65	71	Blueclone Networks	www.blueclone.com	Princeton, NJ	Milan Baria, President & CEO	Healthcare

COMPANIES RANKED 61-80

2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
61			Numata Business IT	www.numata.co	Johannesburg, Gauteng, South Africa	Jakobus Koorts, CEO	Financial Services/ Banking
62	51	25	ACE IT Solutions	www.aceits.net	Elmwood Park, NJ	Warren Finkel, Managing Partner	Financial Services/ Banking
63			Apex Technology Management Inc.	www.apex.com	Redding, CA	Scott Putnam, CEO	Government
64			Preemo	www.preemo.com	Miami, FL	Ivan Mladenovic, President	Legal
65	32		CorKat Data Solutions	www.corkatdata.com	Loveland, CO	Mark Grundy, President	Manufacturing
66			WCA Technologies INC.	www.wcatech.com	New York, NY	Peter Fidler, President	Not for profit
67	60		Nucleus Networks Inc.	www.yournucleus.ca	Vancouver, British Columbia, Canada	Martin DesRosiers, CEO	Mining
68	53	43	BlackInk IT	www.blackinkit.com	Indianapolis, IN	Doug Allgood, President & CEO	Professional Services
69			NOVA Computer Solutions	www.novacomputer-solutions.com	Woodbridge, VA	Daniel De Steno, Managing Member	Healthcare
70			Datalyts LLC	www.datalyst.net	Lakeville, MA	Daniel Mathieu, CEO	Not for profit
71			Omega Computer Services L.C.	www.ocs.help	Portage, MI	Bill Wisser, President	Insurance
72			Hill Country Tech Guys	www.hctechguys.com	San Marcos, TX	Whit Ehrich, CEO	Healthcare
73	63	69	Doberman Technologies LLC	www.doberman.net	Mason, MI	Ian Richardson, CEO	Healthcare
74			GO Concepts Inc.	www.itfordd.com	Lebanon, OH	John Gambill Jr, CEO	Government
75			Fulton May Solutions	www.fultonmay.com	Oak Brook, IL	John Sikaras, Principal	Manufacturing
76	57	57	Vertical Solutions	www.verticalsol.com	Bridgeville, PA	Bruce Nelson, President	Healthcare
77			P2 Technologies Ltd	www.p2tech.co.uk	Sheffield, West Yorkshire, UK	Martin Page, CEO	Professional Services
78			CSP Networks	www.cspnetworks.net	Irvine, CA	Michael Chen, President & CEO	Manufacturing
79	67	65	Tier One Technology Partners	www.tieroneit.com	Owings Mills, MD	David Shaffer, Founder & CEO	Not for profit
80			BOLDER Designs	www.BOLDERdesigns.com	Newark, DE	John Rutkowski, CEO	A/E/C Architectural Engineering Construction

COMPANIES RANKED 81-100

2019 RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
81	66	82	3nom	www.3nom.com	Teaneck, NJ	Abraham Sasson, Managing Member	Not for profit
82	58		C.A.S.S. Inc.	www.cass-tech.com	Farmington Hills, MI	Robert Stants, President & CEO	Legal
83			Brainlink International Inc.	www.brainlink.com	New York, NY	Raj Goel, CTO	Financial Services/ Banking
84			LANConnect Systems Inc.	www.lanconnectsys-tems.com	Foxboro, MA	Peter Kokinda, President	Healthcare
85			GlobalMac IT	www.globalmacit.com	Twinsburg, OH	Tom Lambotte, CEO	Legal
86	76	91	IT-Guru	www.veterinaryitsup-port.com	Aurora, CO	Joseph Axne, Owner	Healthcare - Veterinary
87			RESULTS Technology	www.resultstechnolo-gy.com	Lenexa, KS	Patrick Murphy, President	Financial Services/ Banking
88	73	72	Computer Transition Services Inc.	www.ctsinet.com	Lubbock, TX	David Baucum, CEO	Financial Services/ Banking
89			Heiden Technology Solutions	www.HeidenTechnolo-gy.com	Saginaw, MI	Carl Heiden, President & CEO	Healthcare
90	74	74	Right Hand Technology Group Inc	www.righthandtech-nologygroup.com	Pittsburgh, PA	Jason Vanzin, CEO	Manufacturing
91			Switchfast Technologies	www.switchfast.com	Chicago, IL	Jim Anderson, CEO	Retail
92			RedNight Consulting	www.rednightconsult-ing.com	Aliso Viejo, CA	Chris Ploessel, President	Agriculture and Produce
93	78		LammTech	www.lammtech.com	Sedalia, MS	Robert Lamm, CEO	Manufacturing
94	79	85	Blue Line Technologies	www.bluelti.com	Charlotte, NC	Jeff Sagraves, President	Manufacturing
95			Greenlight ITC	www.greenlight-itc.com	Chatswood, New South Wales, Australia	Mike Smith, Managing Director	Healthcare
96			Manhattan Tech Support	www.manhattantech-support.com	New York, NY	Joseph Rabinowitz, Partner & CTO	Real Estate
97			Netsecuris Inc.	www.netsecuris.com	Minneapolis, MN	Leonard Jacobs, President & CEO	Financial Services/ Banking
98			Aegis Business Technologies	www.aegisbiztech.com	Tallahassee, FL	Blake Dowling, CEO	Associations
99			inRsite IT Solutions	www.inRsite.com	Brandon, FL	Mital Patel, President	Healthcare
100	55	84	FPA Technology Services Inc.	www.fpainc.com	Woodland Hills, CA	Craig Pollack, Founder & CEO	Financial Services/ Banking

Engaging with
ChannelE2E

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