



CHANNELe2e
from entrepreneur to exit

TOP 100

VERTICAL MARKET

MSPsTM

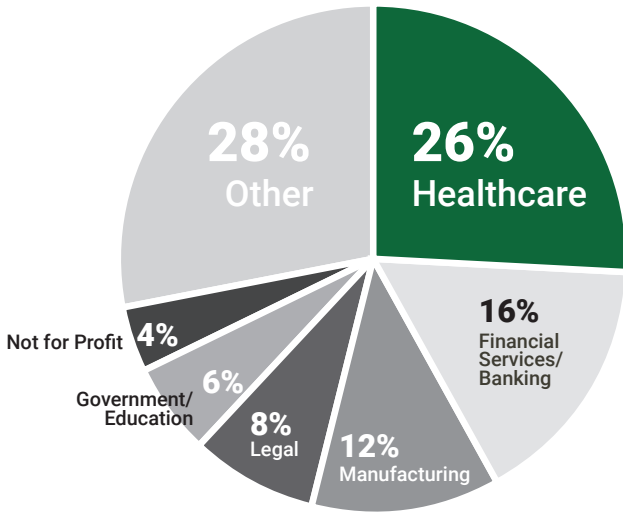
2018 Edition



Welcome & Methodology

Welcome to the Top 100 Vertical Market MSPs™ 2018 Edition. The research and corresponding list are based on a ChannelE2E™ editorial coverage and worldwide survey of MSPs, conducted in Q4 2017 through January 2018. Rankings are based on annual recurring revenues in specific vertical markets.

Participating MSPs: Focus Areas



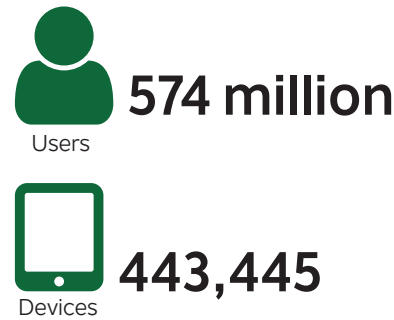
📌 This year's results saw a significant increase in the healthcare vertical (up from 19% last year) and a minor increase in the manufacturing vertical. The financial services vertical fell significantly (from 30% last year) amid heavy M&A in that sector. The "Other" category doubled (from 14% last year) as some new survey participants represent vertical niches like media and transportation.

Combined Vertical Market Recurring Revenues*

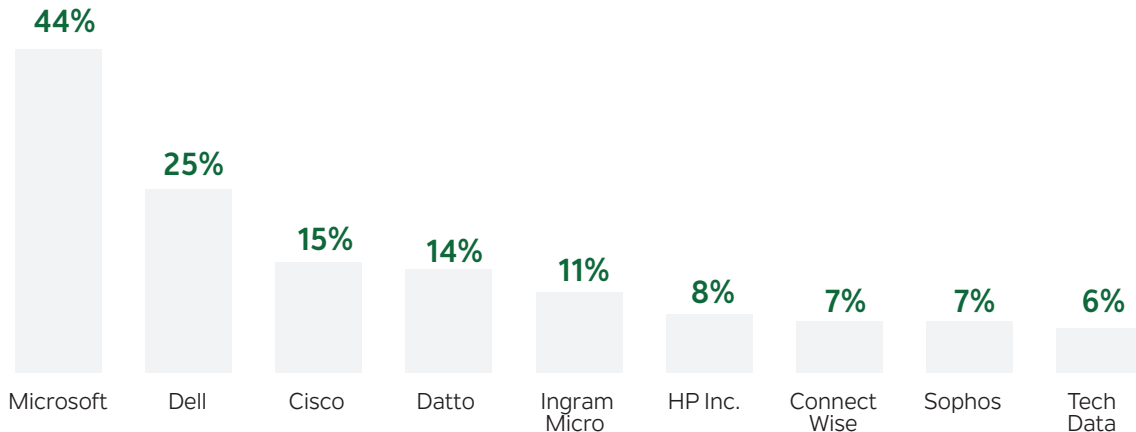


📌 MSPs ranking on the Top 100 list increased their combined revenues in their top verticals to \$277.3 million, up 12% from last year. Forty-nine of this year's Top 100 honorees were on last year's list. The churn involves multiple factors -- including M&A among former honorees. Also, ChannelE2E's growing MSP readership attracted more first-time survey participants to this year's research.

What The Top 100 Manages*



Top Vendors Empowering Vertical Market MSPs



📌 Total exceeds 100% because multiple answers permitted. Readers were asked to describe which three vendors most greatly assist their vertical market efforts. Microsoft's influence rose 4 points, but most of the other vendors actually lost a few points as MSPs embraced a wider variety of vertical services & solutions.

*Source: ChannelE2E Top 100 Vertical Market MSPs, 2018 Edition



Top 5 Healthcare MSPs

VERTICAL RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	1		Atos	https://atos.net/en/	Bezons, France	Michel-Alain Proch, Group Senior Executive VP and CEO of North American Operations
2	3	2	TekLinks	www.teklinks.com	Birmingham, AL	Jim Akerhielm, CEO
3	4		Synoptek	https://synoptek.com/	Irvine, CA	Tim Britt, CEO
4	12	19	Medicus IT	www.msinc.com	Alpharetta, GA	Chris Jann, CEO
5	13		STI Computer Services Inc.	www.stimsp.com	Eagleville, PA	Ted Itzkowitz, President



UPSIDE

Healthcare is undergoing multiple market disruptions, which represent major challenges and opportunities for MSPs. Among the market shifts to watch, according to IDC: IoT adoption for asset tracking and inventory management will double by 2020. MSPs should push their existing RMM companies in this IoT direction. In terms of technology platforms, 20 percent of healthcare organizations will have deployed blockchain for patient identity management. Plus, 25 percent of patient data used in medical care will be collected and shared by patients themselves.

DOWNSIDE

Many MSPs lack expertise in such areas as IoT and big data analytics -- key areas where CIOs need help. Also, HIPAA compliance discussions -- particularly as they relate to ransomware & business continuity -- remain a key opportunity. However, MSPs sometimes underestimate how much time and knowledge are required to monetize such discussions.

GET TO KNOW

➤ **Compliance Group**
www.compliance-group.com

➤ **HIMSS**
www.himss.org



Leading MSPs in Healthcare

Average Annual Recurring in Vertical:

\$3.66 million



Top 5 Financial Services MSPs

VERTICAL RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	2	1	Konica Minolta Business Solutions USA Inc.	www.kmbs.konicaminolta.us	Ramsey, NJ	Todd Croteau, President
2	6		Thrive	www.thrivenetworks.com	Tewksbury, MA	Rob Stephenson, CFO
3	7	12	CalTech	www.caltech.com	San Angelo, TX	Will Welch, CEO
4	9		Snap Tech IT LLC	www.snaptechit.com	Tempe, AZ	Karl Bickmore, CEO
5	14	19	West Monroe Partners	www.westmonroepartners.com	Chicago, IL	Kevin McCarty, CEO



UPSIDE

FinTech investments continue strong, Upstarts and market disrupters will allow customers to bypass banks and traditional middlemen to find financial capital. BlockChain public ledger technology is set to go mainstream. Plaid, a technology firm focused on financial services, expects bank acquisitions to accelerate, while investments in identity validation, fraud and risk management continue to accelerate.

DOWNSIDE

The recent stock market rally and strengthening consumer confidence may actually trigger a FinTech bubble. As we've previously stated, established financial institutions risk 24 percent revenue loss from FinTech rivals, according to a PricewaterhouseCoopers research report released in April 2017.

Leading MSPs in Financial Services

Average Annual Recurring in Vertical:

\$3.91 million

GET TO KNOW

- Association for Financial Technology
<http://aftweb.com>
- FinTech Professionals Association
<http://fintechpros.org>
- Wall Street Technology Associations
<http://www.wsta.org>





Top 5 Manufacturing MSPs

VERTICAL RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	8		Digital Guardian	www.digitalguardian.com	Waltham, MA	Ken Levine, CFO
2	15	9	Cal Net Technology Group	www.calnettech.com	Chatsworth, CA	James Hwang, CFO
3	19		SWK Technologies Inc.	www.swknetwork-services.com	East Hanover, NJ	Mark Meller, CFO
4	27		Accent Computer Solutions Inc.	www.teamaccent.com	Rancho Cucamonga, CA	Marlin Kaufman, CFO
5	32		Corkat Data Solutions	www.corkatdata.com	Loveland, CO	Mark Grundy, President



UPSIDE

According to the Association of Equipment manufacturers, the top five trends in this vertical for 2018 include: (1) Leveraging IoT to drive down costs, improve safety and compliance, and spur production innovation. (2) The rise of Industry 4.0 -- slang for smart manufacturing. Here, technology allows manufacturers to monitor and analyze assets, and gain better systems intelligence. (3) The growth of additive manufacturing, which involves 3D printing and other techniques to keep spare parts and other inventories low. (4) Automation, including robotics, machine learning and artificial intelligence. (5) Augmented reality, to improve assembly, maintenance and quality assurance.

DOWNSIDE

All of those big buzzwords sound promising, but the typical MSP lacks expertise in the big growth areas like collaborative robots, 3D printing, virtual reality and voice-activation assistants — all of which will be piloted next year 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:

\$1.65 million



VERTICAL RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	70	82	3nom	www.3nom.com	Teaneck, NJ	Abraham Sasson, CEO
2	79	85	Blue Line Technologies Inc.	www.bluelti.com	Charlotte, NC	Jeff Sagraves, President
3	81		System One	www.systemone-services.com/	Pittsburgh, PA	Troy Gregory, CEO
4	88		MacAulay-Brown Inc.	www.macb.com/	Vienna, VA	Sid Fuchs, CEO
5	89		Accenture Federal Services	www.accenture.com	Arlington, VA	David Moskovitz, CEO, AFS



GOVERNMENT UPSIDE

State and local government IT spending is on the rise -- likely climbing a healthy \$5 billion to reach \$117 billion this year, Forrester predicts. Predictably, some of the biggest spending areas involve cloud-based software and security, Forrester says. President Trump's commitment to infrastructure could deliver some IT upside as well, though it's too soon to say if the government will enact his spending plans.

GOVERNMENT DOWNSIDE

Despite the Trump Administration's aggressive plans for infrastructure spending, the situation for federal IT spending is difficult to predict. Forrester expects overall federal IT spending to drop in 2018, with hardware and telecommunications budgets taking the biggest hits.

EDUCATION UPSIDE

Amid all the hype for data-driven learning and immersive learning, Universities will need the basics (security, enhanced network infrastructure, wireless) to make all those next-generation applications work.

EDUCATION DOWNSIDE

Universities, colleges and K-12 schools continue to experience heightened layoffs, a trend that we noted in last year's report. Those tight budgets aren't limited to classrooms, and many colleges are re-thinking their long-term technology plans. Some universities are trying to tackle SaaS-based education systems on their own, bypassing MSPs that can surely help to ensure deployments have higher success rates.

Leading MSPs in Government and Education

Average Annual Recurring in Vertical:

\$2.72 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 5 Legal MSPs

VERTICAL RANK	2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC
1	11	15	Sprout Technologies Ltd.	www.sproutit.co.uk	London, UK	Matthew Torrens, Managing Director
2	18	39	Hilltop Consultants Inc.	www.hilltopconsultants.com	Washington, DC	Jim Turner, President
3	34		Strategic Integration Partners LLC	www.sipartners.net	Smyrna, GA	David Boughter, CEO
4	54	45	LAN Infotech LLC	www.laninfotech.com	Fort Lauderdale, FL	Michael Goldstein, President
5	56	53	IT Solutions Consulting Inc.	www.itsolutions-inc.com	Fort Washington, PA	Ted Swanson, Founder



UPSIDE

The hype and buzzwords are familiar (machine learning, IoT, mobile) but tried-and-true opportunities remain plentiful in the legal market. Chief among them: Legal firms are embracing next-generation performance tracking software to identify their top attorneys. And demand for eDiscovery systems will more than double to \$13 billion by 2023, up from \$6 billion in 2016, Research and Markets predicts.

DOWNSIDE

Much like the IT services market, M&A activity in the legal vertical continues to accelerate -- which means customers can disappear overnight. Also, more than 300 alternative business structures continue to challenge traditional law firm business models, according to Law Crossing.

GET TO KNOW

🔗 International Legal Technology Association

<http://www.iltanet.org>

🔗 ABA Techshow

<http://www.techshow.com>



Leading MSPs in Legal

Average Annual Recurring in Vertical:

\$1.92 million





Top 100 Vertical Market MSPs

COMPANIES RANKED 1-20

2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
1		Atos	https://atos.net/en/	Bezons, France	Michel-Alain Proch, Group Senior Executive VP and CEO of North American Operations	Healthcare
2	1	Konica Minolta Business Solutions USA Inc.	www.kmbs.konicaminolta.us	Ramsey, NJ	Todd Croteau, President	Financial Services/Banking
3	2	TekLinks	www.teklinks.com	Birmingham, AL	Jim Akerhielm, CEO	Healthcare
4		Synoptek	https://synoptek.com/	Irvine, CA	Tim Britt, CEO	Healthcare
5	5	Hestia	www.hestia-it.be	Edegem, Antwerp Belgium	Nicolas Geudens, Managing Partner	Technology
6		Thrive	www.thrivenetworks.com	Tewksbury, MA	Rob Stephenson, CEO	Financial Services/Banking
7	12	CalTech	www.caltech.com	San Angelo, TX	Will Welch, CEO	Financial Services/Banking
8		Digital Guardian	www.digitalguardian.com	Waltham, MA	Ken Levine, CEO	Manufacturing
9		Snap Tech IT LLC	www.snaptechit.com	Tempe, AZ	Karl Bickmore, CEO	Financial Services/Banking
10		American Technology Services Inc.	www.networkats.com	Fairfax, VA	Jeff Chandler, President	Not for Profit
11	15	Sprout Technologies Ltd.	www.sproutit.co.uk	London, UK	Matthew Torrens, Managing Director	Legal
12	19	Medicus IT	www.msinc.com	Alpharetta, GA	Chris Jann, CEO	Healthcare
13		STI Computer Services Inc.	www.stimsp.com	Eagleville, PA	Ted Itzkowitz, President	Healthcare
14	19	West Monroe Partners	www.westmonroepartners.com	Chicago, IL	Kevin McCarty, CEO	Financial Services/Banking
15	9	Cal Net Technology Group	www.calnettech.com	Chatsworth, CA	James Hwang, CEO	Manufacturing
16	21	Proactive Technologies	www.proactivetech.net	New York, NY	Dave Cava, Owner	Financial Services/Banking
17	10	Computer Resources of America	www.consultcra.com	New York, NY	Chico Ramnarayan, President & CEO	Financial Services/Banking
18	39	Hilltop Consultants Inc.	www.hilltopconsultants.com	Washington, DC	Jim Turner, President	Legal
19		SWK Technologies Inc.	www.swknetworkservices.com	East Hanover, NJ	Mark Meller, CEO	Manufacturing
20	37	Tech-Keys	www.tech-keys.com	Lakewood, NJ	Michael Fried, President & CEO	Healthcare



Top 100 Vertical Market MSPs

COMPANIES RANKED 21-40

2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
21	35	Global Data Systems Inc.	www.gdsconnect.com	Pembroke, MA	Joseph Young, CEO	Healthcare
22		N-Dimension Solutions	www.n-dimension.com/	Richmond Hill, Ontario, Canada	Tom Ayers, CEO	Energy
23	46	JMARK Business Solutions Inc.	www.JMARK.com	Springfield, MS	Todd Nielsen, Chief Strategy Officer	Financial Services/Banking
24		Security Validation LLC	www.secvallmsp.com	Montclair, NJ	David Durko, CEO	Hospitality (hotels, etc.)
25		RSM US LLP	http://rsmus.com/#mcgladrey	Davenport, IA	Lee Voigt, Principal, Cloud & Managed IT Services	Financial Services/Banking
26		Creative Technology Solutions	www.creativetech.com	Skokie, IL	Eli Webster, CEO	Healthcare
27		Accent Computer Solutions Inc.	www.teamaccent.com	Rancho Cucamonga, CA	Marlin Kaufman, CEO	Manufacturing
28	51	3Nines Technologies Inc.	www.3nines.tech.com	Oklahoma City, OK	Terry Suellentrop, CEO	Healthcare
29		Thrive	www.thrivenetworks.com	Tewksbury, MA	Rob Stephenson, CEO	Healthcare
30	23	Stratalux	www.stratalux.com	El Segundo, CA	Jeremy Przygode, CEO	Media
31		Frontier Technology	www.frontiertech.com	London, UK	Edwin Wong, Managing Director	Financial Services/Banking
32		Corkat Data Solutions	www.corkatdata.com	Loveland, CO	Mark Grundy, President	Manufacturing
33		VirtualArmour	www.virtualarmour.com	Centennial, CO	Chris Blisard, Chairman and Co-Founder	Technology
34		Strategic Integration Partners LLC	www.sipartners.net	Smyrna, GA	David Boughter, CEO	Legal
35		SMART I.T. Services, Inc.	www.SMARTservices.com	Sterling Heights, MI	Jerry Fetty, CEO	Insurance
36	32	Fully Managed Inc.	www.fullymanaged.com	Vancouver, British Columbia, Canada	Joel Abramson, CEO	Manufacturing
37	29	Five Nines	www.gonines.com	Lincoln, NE	Nick Bock, CEO	Healthcare
38		Optimal Networks	www.optimalnetworks.com	Rockville, MD	Heinan Landa, CEO	Not for profit
39	28	CareWorx Corp.	www.careworx.com	Kanata, Ontario, Canada	Mark Scott, CEO	Healthcare
40		HillSouth	www.hillsouth.com	Florence, SC	Robby Hill, CEO	Healthcare



Top 100 Vertical Market MSPs

COMPANIES RANKED 41-60

2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
41		Netrepid	www.netrepid.com	Harrisburg, PA	Sam Coyl, President	Healthcare
42	44	MotherG LLC	www.mothersg.com	Itasca, IL	David Davenport, CEO	Manufacturing
43		Xcentric Division	www.xcentric.com	Alpharetta, GA	William James, Executive VP	Financial Services/Banking
44		RigNet	https://www.rig.net/	Houston, TX	Steve Pickett, President & CEO	Energy
45	42	Vistem Solutions Inc.	www.vistem.com	Irvine, CA	Rodney Shook, President	Transportation
46	24	Valiant Technology	www.thevaliantway.com	New York, NY	Thomas Clancy, CEO	Creative Industries
47	49	PACE Technical	www.pacetechnical.com	Markham, Ontario, Canada	Shael Risman, CEO	Manufacturing
48	38	Information Strategy Design	www.isdesign.com	Mesa, AZ	Steven Losefsky, CEO	Healthcare
49	47	PICS	www.pics-itech.com	Mount Holly, NJ	Terrence Rossi, CIP	Manufacturing
50		Focal Point Solutions Group	www.focalpointsg.com	Parrish, FL	Ron Venzin, CEO	IBM iSeries Marketplace
51	25	ACE IT Solutions	www.aceits.net	Saddle Brook, NJ	Warren Finkel, Managing Director	Financial Services/Banking
52		ITERGY	www.itergy.com	Montreal, Quebec, Canada	Ralph Loewen, President	Manufacturing
53	43	BlackInk IT	www.blackinkit.com	Indianapolis, IN	Doug Allgood, President & CEO	Professional Services
54	45	LAN Infotech LLC	www.laninfotech.com	Fort Lauderdale, FL	Michael Goldstein, President	Legal
55	84	FPA Technology Services Inc.	www.fpainc.com	Encino, CA	Craig Pollack, Founder & CEO	Technology
56	53	IT Solutions Consulting Inc.	www.itsolutions-inc.com	Fort Washington, PA	Ted Swanson, Founder	Legal
57	57	Vertical Solutions	www.verticalsol.com	Bridgeville, PA	Bruce Nelson, President	Healthcare
58		C.A.S.S., Inc.	www.cass-tech.com	Farmington Hills, MI	Robert Stants, President & CEO	Legal
59		Amnet	www.amnet.net	Colorado Springs, CO	Trevor Dierdorff, CEO	Construction
60		Nucleus Networks	www.yournucleus.ca	Vancouver, British Columbia, Canada	Martin DesRosiers, President	AEC: Architecture Engineering Construction



Top 100 Vertical Market MSPs

COMPANIES RANKED 61-80

2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
61	80	ProServeIT Corporation	www.proserveit.com	Mississauga, Ontario, Canada	Eric Sugar, President	Agriculture
62		TeraCloud Inc.	www.teracloud.us	Dallas, TX	Eric Long, President	Insurance
63	69	Doberman Technologies LLC	www.doberman.net	Mason, MI	Ian Richardson, CEO	Healthcare
64	70	Compex Inc.	www.compextech.com	Silverton, OR	Matt Middlestetter, Founder	Healthcare
65	71	Blueclone Networks	www.blueclone.com	Princeton, NJ	Milan Baria, President & CEO	Healthcare
66	82	3nom	www.3nom.com	Teaneck, NJ	Abraham Sasson, CEO	Healthcare
67	65	Tier One Technology Partners	www.tieroneit.com	Owings Mills, MD	David Shaffer, CEO	Not for profit
68	90, 68	Afineol IT Consulting	www.afineol.com	Roseville, CA	Margaret Strong, President	Professional Services
69	25	ACE IT Solutions	www.aceits.net	Saddle Brook, NJ	Warren Finkel, Managing Partner	Real Estate
70	82	3nom	www.3nom.com	Teaneck, NJ	Abraham Sasson, CEO	Education
71		Alphaserve	www.alphaserveit.com/	New York, NY	Arup Das, CEO	Legal
72		CynergisTek	https://cynergistek.com/	Mission Viejo, CA	Mac McMillan, President & CEO	Healthcare
73	72	Computer Transition Services Inc.	www.ctsinet.com	Lubbock, TX	David Baucum, CEO	Financial Services/Banking
74	74	Right Hand Technology Group Inc.	www.righthandtechnologygroup.com	Pittsburgh, PA	Jason Vanzin, CEO	Manufacturing
75		SVT Cloud Security Services	ww.svtcloud.com	Lleida, Spain	Paco de Gregorio, Executive Manager	SMB
76	91	IT-Guru	www.veterinaryitsupport.com	Aurora, CO	Joseph Axne, Owner	Healthcare
77	85	Blue Line Technologies Inc.	www.bluelti.com	Charlotte, NC	Jeff Sagraves, President	Manufacturing
78		LammTech	www.lammtech.com	Sedalia, MI	Robert Lamm, President & CEO	Healthcare
79	85	Blue Line Technologies Inc.	www.bluelti.com	Charlotte, NC	Jeff Sagraves, President	Education
80	25	ACE IT Solutions	www.aceits.net	Saddle Brook, NJ	Warren Finkel, Managing Partner	Healthcare



Top 100 Vertical Market MSPs

COMPANIES RANKED 81-100

2018 RANK	2017 RANK	COMPANY	WEB	LOCATION	TOP EXEC	KEY VERTICAL
81		System One	www.systemoneservices.com/	Pittsburgh, PA	Troy Gregory, CEO	Government
82		Triada Networks LLC	www.Triadanet.com	Norwood, NJ	Raffi Jamgotchian, Managing Partner	Financial Services/Banking
83		43Tc IT Services	www.43tc.com	Columbia, MI	Matt McDermott, President	Healthcare
84	67	IT Freedom	www.itfreedom.com	Austin, TX	Jeff Taff, CEO	Professional Services
85		Allixo	www.allixo.com	Mount Vernon, WA	Jason Nelson, CEO	Technology
86		dinCloud	www.dincloud.com/	Los Angeles, CA	Ali Din, GM	Financial Services/Banking
87		Simplus	www.simplus.com/	Sandy, UT	Ryan Westwood, CEO	Salesforce CRM
88		SageNet	www.sagenet.com/	Tulsa, OK	Daryl Woodard, CEO	Retail
89		MacAulay-Brown Inc.	www.macb.com/	Vienna, VA	Sid Fuchs, CEO	Government
90		Accenture Federal Services	www.accenture.com	Arlington, VA	David Moskovitz, CEO, AFS	Government
91		DSA (Data Systems Analysts)	www.dsainc.com/	Trevose, PA	Fran Pierce, CEO	Government
92		Onica	www.onica.com	Santa Monica, CA	Stephen Garden, CEO	AWS
93		SymTec	www.symtec.com	Cedar City, UT	Wesley Bradford, General Manager	Accounting
94		CTGTech LLC	www.ctgmanagedit.com	Arlington, TX	Patrick Welch, Partner	Healthcare
95		The Tek	www.thetek.com	Raleigh, NC	Joey Costa, CEO	Financial Services/Banking
96		Network Thinking Solutions	www.networkthinking.com/	Westlake Village, CA	Wally Hass, CEO	Real Estate
97		Solomon IT	www.solomonitc.com	Oak Ridge, TN	Sean Pennington, CXO	Hospitality (hotels, etc.)
98	96	TechNet Computing LLC	https://technetcomputing.com	Haddam, CT	Robert Lloyd, Partner	Legal
99		Tektonic Inc	www.tek-help.com	Vaughan, Ontario, Canada	Jorge Rojas, Managing Partner	Not for profit
100	93	Clarity Technology Solutions	www.clarityts.com	Plain City, OH	Jason Comstock, President	Retail



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