

# Managed Services Analysis

Optimize MSP strategies with data-driven insights for profitable growth.

## Key Questions Answered

- How can you use market share data to outperform competitors in the rapidly evolving RMM/PSA market?
- How will your business adapt to MSP 3.0's AI-driven, predictive, and cybersecurity-first model that's replacing traditional service approaches?
- Can your strategy address the most significant MSP challenges?
- How will you capitalize on emerging opportunities like AI professional services and compliance services that are reshaping the MSP landscape?

## What We Offer

- Comprehensive market share data across 11 technology segments, including detailed RMM/PSA vendor performance metrics
- Exclusive Leadership Matrices for critical MSP technologies (RMM/PSA, BDR)
- Direct access to top analysts for custom presentations and inquiry support on emerging MSP trends and market expectations
- Forward-looking insights on MSP evolution



As MSP 3.0 emerges with its AI-driven, predictive operations and cybersecurity-first approach, successful vendors will be those who not only adapt their solutions to address MSPs' evolving challenges but also enable their partners to capitalize on high-growth opportunities in AI professional services and compliance offerings that are fundamentally reshaping the industry.



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*Practice Leader*

**Cybersecurity  
Ecosystems, MSP, MSSP**

**SPEAK WITH OUR EXPERTS**

# Delivering actionable MSP market insights

## Key Deliverables



### Market Trackers

Managed services opportunity database tracking channel partners worldwide with quarterly RMM and PSA vendor performance indices covering market share, growth trends, and competitive positioning across regions.



### Reports

Analysis on MSP evolution, cybersecurity services, AI integration, and regional opportunities with forward-looking market forecasts.



### Briefings

Analyst presentations on emerging MSP trends, vendor performance, and channel ecosystem developments.



### Analyst Insights and Access

Direct support from analysts with unlimited access to analysis and portal resources.

## Scope of Research

### Coverage

- Global coverage with regional breakdowns for Americas, EMEA, and APAC markets
- Analysis across multiple service segments including cybersecurity, cloud services, RMM/PSA, and enterprise service provider offerings
- Measures include market size, growth rates, partner counts, and performance indices

### Key vendors covered

- Cloud & SaaS: Microsoft, AWS, Google Cloud, Salesforce, Adobe, ServiceNow, Zoom
- Infrastructure & Security: Dell Technologies, Cisco, HPE, Palo Alto, CrowdStrike, SentinelOne
- MSP Tools: ConnectWise, N-able, Kaseya, Datto, NinjaOne, Syncro
- BCDR & Observability: Veritas, Veeam, Acronis, Dynatrace, Datadog, Auvik

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