2022 GLOBAL MSP BENCHMARK SURVEY REPORT

Kaseya®

INTRODUCTION

As the COVID-19 pandemic edges further away in the rearview mirror, its profound impact on the way we work, how businesses run, and perhaps most importantly, how we plan and prepare for emergencies continues to be felt. As we move into a post-COVID-19 world, many of these developments will continue to have a direct impact on MSPs as they encounter an ever-changing and unique mix of opportunities and challenges in the years ahead.

Along with a high business demand for remote-environment infrastructure and digital and cloud technologies, MSPs are looking to cash in on the growing demand for compliance and cybersecurity services as governments take an increasingly hard stance on IT safety and data security in an increasingly perilous threat landscape.

As we stand on the cusp of the post-pandemic age, the 2022 Kaseya Global Benchmark Survey Report examines the changing MSP landscape — highlighting emerging new patterns, surfacing challenges and how the industry is preparing to capitalize on them.

KEY FINDINGS

We examined the data meticulously to identify the key findings and trends that stood out. Here are five of the most noteworthy conclusions.

Integration between RMM and PSA is critical for profitability

By integrating IT tools, MSPs can streamline their operations, cut back on unproductive time and lower their operating costs. A whopping 96% of MSP respondents said they believe integrating core applications like RMM, PSA and IT documentation is important to their business, and around 78% said that it helps drive bottom-line profits. MSPs looking to acquire new clients will find that seamless integration between tools allows them to optimize business processes, boost productivity and deliver better customer service.

Growing need for compliance services presents opportunities for growth

In response to increasing cyberattacks that seem to have a constant media presence as of late, and public concern over data privacy, government departments are cracking down on companies that fail to adhere to regulatory requirements. Nearly 75% of MSP respondents said that they currently provide or are gearing up to provide compliance services to their customers.

Security continues to reign supreme

As the number of high-profile cyber incidents has grown in recent years, the percentage of MSPs who said they feel their business is at greater risk from cybercriminals than in the past increased from 39% to 50% year over year. This is good news for MSPs. Over 95% of respondents told us their clients turned to them for advice on cybersecurity plans and best practices in 2021.

MSPs continue to feel the impact of COVID-19 on growth and operations

As the pandemic tightened its grip, companies upgraded their IT infrastructure by adopting cloud-based and digital tools to stay competitive. Often this meant turning to outside resources, particularly for IT support. Accordingly, many MSPs saw their business grow. More than half of the respondents said COVID-19 enabled them to expand services within their client base, while 62% said it led to an increase in their overall monthly recurring revenue (MRR). Nearly half of the MSP respondents reported monthly recurring revenue growth above 10% because of these favorable factors.

MSPs stand to benefit greatly from remote work cultures

Remote and hybrid workplaces appear to be here to stay. The ongoing challenges this brings to businesses presents opportunities for MSPs. According to the MSPs surveyed, the three most requested technologies from clients are remote workforce setup, cloud migration and business continuity. At the same time, the top three IT challenges MSP respondents cited were security, business continuity and disaster recovery, and managing remote workers.

MEET THE RESPONDENTS

More than 1,200 MSPs and technician firms from 40 countries took part in the 2022 Kaseya Global Benchmark Survey. About 82.5% of MSP respondents were from the Americas region, which includes the United States, Canada and Puerto Rico, over 11% were from Europe, Middle East and Africa (EMEA), and the remaining 6.3% were from Asia Pacific (APAC).

EMEA
11%

Americas
82%

6% **APAC**
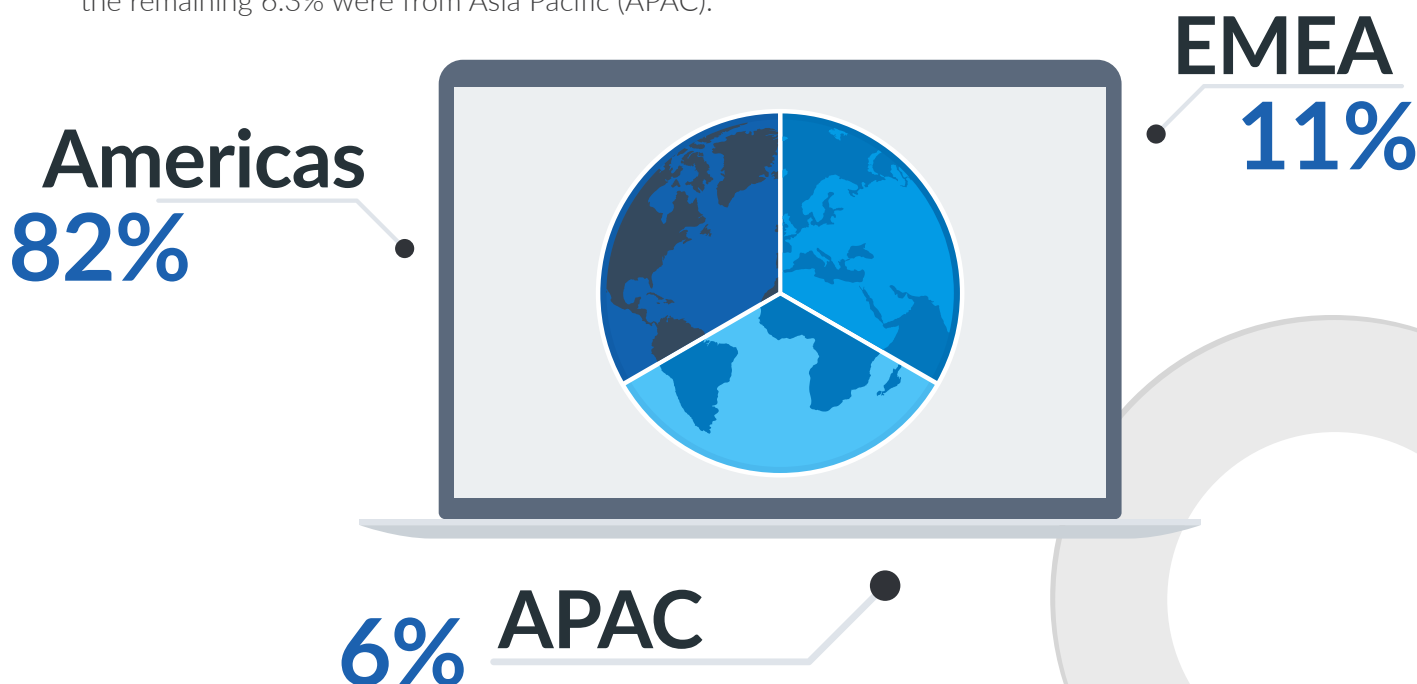
MSP PROFILE

About 67% of MSP respondents described themselves as general purpose while 17% described themselves as managed security service providers (MSSPs). An MSP is a third-party IT service provider that manages backend IT infrastructure for its clients to help them achieve organizational efficiency. In contrast, MSSPs provide advanced protection from cybercrime.

About 12% of the MSP respondents described themselves as network and data-center focused, while the remaining 4% said that they specialized by market vertical.

MSP respondents' profile	2022	2021
MSP	67%	63%
Managed security service provider (MSSP)	17%	19%
Network and data center focused	12%	11%
Specialized by market vertical	4%	7%

See Appendix B for more detailed demographic data about our respondents.

DETAILED FINDINGS

Below is the detailed analysis of responses we received from MSP respondents. Among the topics covered in the section are MSP revenue and growth statistics, the impact of COVID-19 on MSP businesses, supply chain issues, and merger and acquisition plans. Detailed data about pricing can be found in Appendix A.

INTEGRATION AMONG CORE BUSINESS APPLICATIONS

Integrating critical business tools enables MSPs to switch between applications effortlessly, which simplifies and streamlines their work, saving time and money. In this section, we'll examine core MSP technology trends as well as integrations that our respondents most want.

The critical role of RMM at MSPs

A remote monitoring and management (RMM) tool remains the heart of an MSP business. Similar to responses in our 2021 survey, about 65% of respondents across all regions said RMM is the most important application for them.

| Importance of RMM to business success	All respondents	Americas	APAC	EMEA
Very important or critical	65%	65%	64%	71%
Somewhat important	27%	28%	24%	19%
Not important	8%	7%	11%	10%

While clearly still part of the MSP stack, it has however moved from being a differentiator of success to being table stakes for mature business operation.
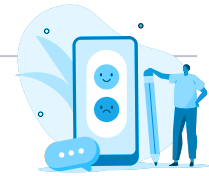
Good things come in threes — RMM, PSA and IT documentation

At the same time, there is a strong belief in the power of integration. About 96% of respondents agree that integrating core technologies improves operational efficiency. MSPs can improve customer service, increase turnaround time on administrative tasks and make better use of their databases by integrating core tools.

Importance of integration between MSP applications (RMM, PSA, IT documentation)	All respondents	Americas	APAC	EMEA
Critical	23%	24%	9%	19%
Important	73%	71%	89%	76%
Not important	4%	4%	2%	4%
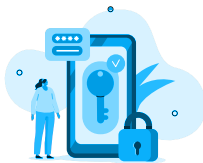
The power of the right PSA solution

PSA (professional service automation) tools combine multiple functions (e.g., service desk, project management and billing CRM) into a single solution. According to 66% of respondents, the ticketing or service desk feature is the most important feature of their PSA system. Integration continues to be sought after and follows closely as the second most important feature, with billing coming in third.

Most important features of PSA	All respondents
Ticketing	66%
Integrations with other key tools (e.g., RMM and IT documentation)	62%
Billing	52%
Customer relationship management	47%
Tracking time	46%
Dashboards	39%
Project management	38%
Business intelligence/reporting	36%
Standard operating procedures (SOPs)	21%
Quoting	19%
Others	1%

Almost three-fourths (74%) of respondents said they want better dashboarding and reporting capabilities in their PSA for showcasing value to customers. This is consistent for both the Americas and EMEA regions. In APAC, however, two-thirds of respondents said they want more integration features, followed by insight into customers' devices, users and licenses to optimize billing, with dashboarding taking the third place.

Additional functionality added to PSA	All respondents	Americas	APAC	EMEA
Better dashboarding and reporting for showcasing value to my customers	74%	61%	40%	60%
More integrations with other IT tools	72%	59%	67%	54%
Insight into customers' devices, users and license fulfilment to optimize billing	63%	51%	60%	46%
VCIO capabilities	27%	21%	20%	31%

Revenue and growth

Why is integration so important to our respondents? One word: Profitability. Almost 80% of respondents believe that integrating core MSP applications drives better bottom-line profits.

Does integrating core MSP applications drive better bottom-line profits?	All respondents	Americas	APAC	EMEA
Yes	78%	79%	73%	75%
No, it doesn't make a difference	18%	18%	22%	18%
No, and my core MSP applications are not integrated	4%	3%	4%	7%

If our survey respondents are to be viewed as a barometer, now is an ideal time to be an MSP. Over the past three years, nearly half of the respondents experienced monthly recurring revenue (MRR) growth of more than 10%.

Average MRR growth over the past 3 years	All respondents	Americas	APAC	EMEA
Less than 0%	4%	4%	6%	2%
0% - 5%	17%	18%	15%	14%
6% - 10%	31%	30%	30%	36%
11% - 15%	20%	20%	20%	14%
16% - 20%	13%	13%	14%	13%
More than 20%	15%	14%	16%	21%

About one-third reported average MRR growth between 6% - 10%, which is a slight uptick from the previous year's 28%. Moreover, MSPs reporting negative MRR dropped from 6% to 4%.

Average MRR growth over the past 3 years	2022	2021
Less than 0%	4%	6%
0% - 5%	17%	17%
6% - 10%	31%	28%
11% - 15%	20%	20%
16% - 20%	13%	13%
More than 20%	15%	16%

LONG-TERM COVID-19 IMPACT ON MSPS

Even as COVID-19 devastated the world economy, it provided opportunities for MSPs leading the charge in helping small and midsize businesses (SMBs) upgrade their IT infrastructure for a remote environment and adopt digital and cloud technologies to remain competitive. As the pandemic abates, many of these practices remain, and so do opportunities for MSPs.

COVID-19: A cloud with a silver lining

More than half of the respondents from all regions reported that the COVID-19 pandemic helped them expand their services within their customer base.

Impact of COVID-19 on the ability to expand services within customer base	All respondents	Americas	APAC	EMEA
Increased	51%	51%	53%	53%
Decreased	25%	26%	22%	19%
No change	24%	23%	24%	28%

Service expansion at the client base resulted in higher revenues for MSPs. More than 60% of respondents from all regions said that the COVID-19 pandemic accelerated their overall MRR growth.

Did COVID-19 pandemic accelerate overall MRR growth?	All respondents	Americas	APAC	EMEA
Yes	62%	61%	67%	61%
No	38%	39%	33%	39%

It's not all roses: Supply chain issues

As the pandemic began to wind down, a new challenge arose that is still having an impact on MSPs: supply chain issues. Over one-third of respondents (35%) said supply chain issues "significantly" affected their ability to sell solutions while 57% said it impacted their ability "somewhat."

ARE SUPPLY CHAIN ISSUES IMPACTING YOUR ABILITY TO SELL SOLUTIONS?

Somewhat
57%

Significantly
35%

Not at all
8%

MSP business challenges

Despite an environment that has made it possible for many to thrive, when asked about top business challenges, nearly one-third of survey respondents cited **acquiring more customers** as their top issue. Dealing with sophisticated security threats came in a few points behind, and concerns over hiring trailed in third, but outweighed shrinking IT budgets this year.

MSP business challenges in 2022	All respondents	Americas	APAC	EMEA
Acquiring more customers	29%	28%	28%	39%
Dealing with advanced and sophisticated security threats	23%	23%	20%	18%
Hiring	19%	18%	20%	20%
Shrinking IT budgets and spending as a result of the pandemic	9%	9%	13%	10%
Reduced service offerings to fit shrinking customer budgets	9%	10%	5%	4%
Retention	6%	6%	11%	5%
Supporting remote work for staff and clients	5%	5%	3%	3%

MSP CUSTOMER CHALLENGES

According to our respondents, MSP customers face a different set of challenges. While managing remote workers was the biggest challenge for MSP clients in our 2021 survey, we can deduce that challenge is being addressed based on the 2022 responses. Security and business continuity and disaster recovery were cited as the top two challenges, edging out managing remote workers.

Top three problems for MSP clients in 2022	All respondents	Americas	APAC	EMEA
Security	52%	52%	48%	54%
Business continuity and disaster recovery	38%	39%	28%	40%
Remote workers	36%	36%	31%	38%

| Top three problems for MSP clients	2022	2021
Security	52%	57%
Business continuity and disaster recovery	38%	42%
Remote workers	36%	58%

COMPLIANCE AND SECURITY

As cyberthreats escalate, security and compliance needs keep growing. Below are the security and compliance findings from the survey.

Compliance requirements impacting MSPs and their clients

Compliance challenges continue to plague MSP customers. Three-quarters of respondents acknowledge that their clients struggle to comply with regulations. This is an increase over the 2021 survey.

OUR CUSTOMERS STRUGGLE TO MEET THEIR REGULATORY COMPLIANCE REQUIREMENTS

7% Strongly disagree

Somewhat disagree 19%

21% Strongly agree

Somewhat agree 53%
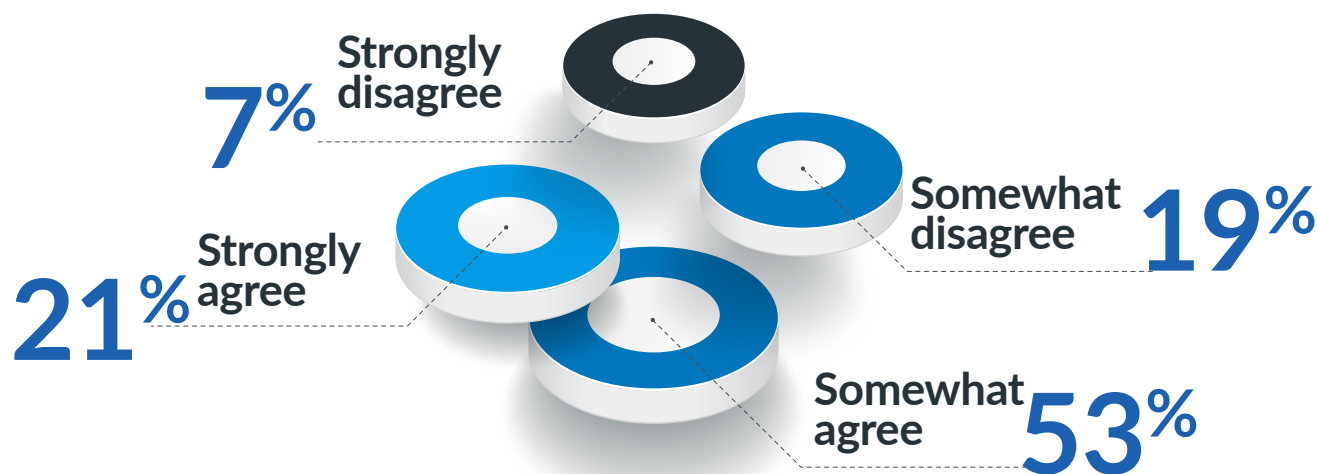
In today's data-driven world, protecting your business's critical information and your customers' personally identifiable information is one of the most essential parts of running a business. Additionally, to protect customer information, government agencies are asking companies to adhere to more and more compliance regulations every day. Violating these regulations could lead to heavy penalties, or in the worst-case scenario, the shutting down of the business.

Below is an overview of some of the major regulatory standards worldwide.

Compliance requirements impacting MSPs and their clients	All respondents
HIPAA	59%
PCI DSS	41%
GDPR	27%
NIST CSF	22%
SOX	20%
CMMC	17%
CCPA	14%
None	14%
FINRA	11%
DFARs	10%
FERPA	9%
CJIS	7%
NY SHIELD	6%
Others	4%

Compliance challenges continue to plague MSP customers.

Three-quarters of respondents acknowledge that their clients struggle to comply with regulations. This is an increase over the 2021 survey.

The dark forces of cybercrime continue to grow stronger

Cybersecurity continues to be a grim topic. Half of the respondents said they believe their business is more at risk from a cyberattack today than it was in 2020. At the same time, fewer respondents said that their business feels more secure today.

Year-over-year cybersecurity risk	2022	2021
More at risk	50%	39%
About the same	31%	33%
More secure	19%	28%
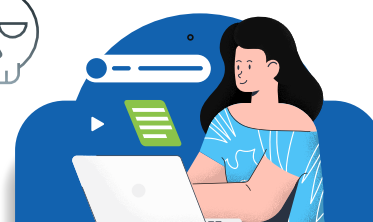
Among the MSP respondents surveyed, 73% said up to 20% of their clients experienced at least one cyberattack in the past 12 months.

This trend is consistent with 2021 survey responses.

Percentage of clients that experienced at least one cyberattack within the past 12 months	All respondents	Americas	APAC	EMEA
Up to 20%	73%	72%	73%	71%
21% to 40%	21%	22%	20%	18%
41% to 80%	5%	5%	7%	7%
More than 80%	1%	1%	0%	4%

It is evident that cybercrime is hitting more businesses. The percentage of respondents who said between 21% and 40% of their clients had experienced at least one cyberattack jumped from 13% to 21%.

Percentage of clients that experienced at least one cyberattack within the past 12 months	2022	2021
Up to 20%	73%	77%
21% to 40%	21%	13%
41% to 80%	4%	6%
More than 80%	1%	4%

About 82% of respondents said that at least some of their clients turned to them for advice on cybersecurity. This is a steady increase from 78% of respondents in the 2021 survey.

The growing dangers in the cybersecurity landscape also presents opportunities for MSPs. Increased cybersecurity awareness has resulted in more customers turning to MSPs for security plans and best practices.

| To what extent have clients turned to you for advice on cybersecurity plans and best practices?	All respondents
All of our clients	15%
Most of our clients	45%
Some of our clients	37%
None of our clients	3%

Backup and disaster recovery findings

Although cyberattacks are inevitable, companies must have a plan for handling incidents. This section examines what respondents are doing around incident response planning.

Incident response preparedness increases

Awareness of the importance of having an incident response plan is growing. About 44% of MSP respondents reported that one quarter of their clients have an active incident response plan while about 30% of respondents said that half of their clients have an incident management plan in place.

ALL RESPONDENTS: PERCENTAGE OF CLIENTS WITH AN ACTIVE INCIDENT RESPONSE PLAN IN PLACE

5%

14%

29%

44%

8%

100% of clients

75% of clients

50% of clients

25% of clients

0% of clients
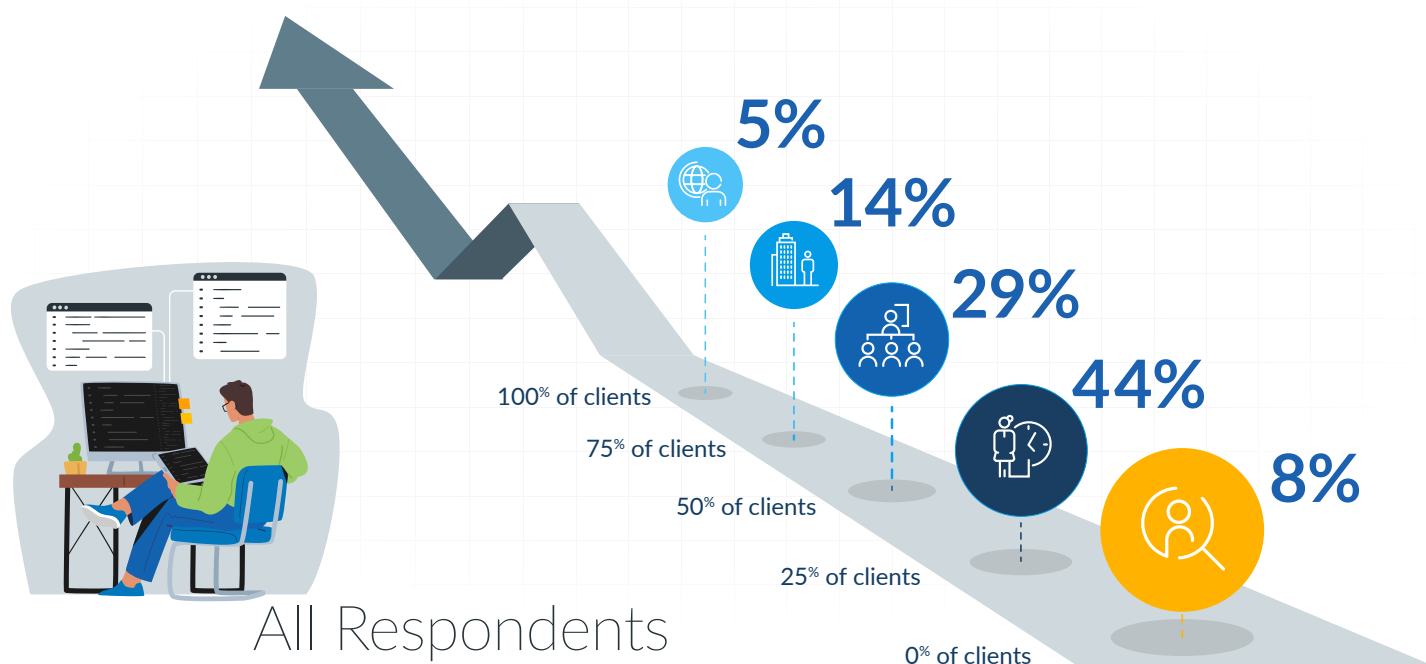
All Respondents

Disaster recovery testing frequency

In spite of an increase in cybercrime, the percentage of respondents who do not simulate disaster recovery has almost doubled to 15%. For MSPs, this presents an area of potential growth.

Due, no doubt, at least in part to an increase in cybercrime, more MSPs are now simulating disaster recovery capabilities quarterly instead of annually. In addition, more MSPs are running tests when the environment changes. Automating backup and recovery testing makes the task more efficient and easier.

How regularly do you simulate disaster recovery capabilities?	2022	2021	2020
Annually	25%	30%	17%
Quarterly	30%	29%	31%
Monthly	9%	10%	20%
Weekly	3%	6%	13%
Whenever the environment changes	18%	17%	12%
Never	15%	8%	7%

About 78% of respondents provide SaaS backup to their clients. This number is up 10% from the previous year. Almost all SMBs use some SaaS applications as part of their daily operations. The previous survey saw a significant jump in the percentage of MSPs backing up their clients' business-critical SaaS applications like Office 365, G Suite and Salesforce.

PERCENTAGE OF RESPONDENTS WHO CURRENTLY BACK UP SAAS APPLICATIONS FOR CUSTOMERS

2021
69%

78%
2022

PRICING FOR PROFITABILITY

In this section, we will examine the cost structure and billing model of various MSP services. Pricing is a crucial aspect of an MSP's profitability and revenue and requires careful consideration. Furthermore, MSPs should consider the customer profile and demand patterns before deciding which pricing systems to use. More detailed data around pricing can be found in Appendix A.

Margin range for cloud services

About 30% of MSP respondents have a gross margin of 11% and 20% for cloud services they offer. The percentage of respondents with cloud service gross margin above 30% has increased slightly from 19% to 22%.

Gross margin range for cloud services	2022	2021
Less than 5%	5%	7%
6% - 10%	13%	20%
11% - 20%	29%	25%
21% - 30%	21%	20%
31% - 40%	9%	9%
41% - 50%	6%	5%
More than 50%	7%	5%
We do not offer cloud services at this time	9%	10%

MSP billing models vary

Among the respondents surveyed, 22% use a combination of per-user and per-device billing. About 12% of MSPs offer tiered bundles for managed services. Billing model data is fairly evenly distributed, demonstrating there is no one-size-fits-all model.

Predominant billing model for MSPS	All respondents
Combination of per user and per device	22%
Per user (all-in seat price)	21%
Per device	17%
Value-based (fixed fee subscription) managed services	15%
Tiered bundles for managed services (e.g. Gold, Silver and Bronze)	12%
A la carte	11%
Other	2%

CONCLUSION

Due to their ability to provide small businesses with affordable access to the latest technology, MSPs have become increasingly vital to their clients. However, the MSP market is becoming increasingly crowded. To differentiate themselves and continue to grow, MSPs must build a unique roster of services. The 2022 Kaseya Global Benchmark Survey Report indicates that the biggest challenge for MSPs and their clients is cybersecurity and compliance.

MSPs can win more customers by offering strong cybersecurity and compliance services as well as impressive customer support. As MSPs onboard more clients, they must streamline their operations to drive operational efficiency while also lowering costs. Integration between critical business tools, such as remote monitoring and management, PSA solutions and IT documentation, will help them accomplish this.

As a whole, the state of the MSP market remains strong and the outlook looks promising. With careful planning and foresight, MSPs can overcome obstacles and carve out a niche for themselves.

APPENDIX A: PRICING DATA

Below are the current pricing details of the various services MSPs are offering to their customers.

Average size of monthly managed services contract per client

In this year's survey, fewer respondents reported managed services contracts of less than $1,000. More respondents reported average contract sizes between $2,501 and $5,000 and more than $10,000.

Average size of your monthly managedservices contract per client	2022	2021
Up to $1,000	19%	23%
$1,001 - $2,500	28%	28%
$2,501 - $5,000	24%	21%
$5,001 - $7,500	9%	9%
$7,501 - $10,000	2%	2%
More than $10,000	4%	3%
Not applicable	14%	12%

Per-device pricing model

Under the per-device pricing model, nearly one-third (30%) of the respondents in the Americas region charge $51 - $100/device/month for ongoing support and maintenance. In the EMEA region, 43% of the respondents charge in the same range for ongoing support and maintenance.

Per-device pricing model	All respondents	Americas	APAC	EMEA
$51 - $100/device/month	32%	30%	36%	43%
$101 - $150/device/month	16%	17%	16%	7%
$151 - $200/device/month	11%	12%	6%	6%
$201 - $250/device/month	7%	8%	5%	4%
$251 - $300/device/month	4%	4%	4%	3%
More than $300/device/month	1%	2%	1%	0%
We do not offer per-device pricing	29%	27%	32%	38%

Per-user pricing model

In the Americas region, 23% of respondents charge $51 - $100 per user per month for ongoing IT support (e.g., help desk and end-user device management). However, in the EMEA region, 40% of respondents charge in the same range for ongoing IT support.

Per-user pricing model	All respondents	Americas	APAC	EMEA
$51 - $100/user/month	26%	23%	31%	40%
$101 - $150/user/month	20%	21%	27%	8%
$151 - $200/user/month	12%	14%	6%	3%
$201 - $250/user/month	7%	7%	4%	4%
$251 - $300/user/month	4%	4%	1%	3%
More than $300/user/month	1%	1%	5%	1%
We do not offer per-user pricing	31%	30%	26%	41%

Service revenue in various categories

Almost two-thirds (63%) of our global respondents said that their services revenue for security has gone up in the past 12 months as compared to the previous 12 months. Security, cloud management, infrastructure monitoring and management (including server support), desktop support, network and connectivity support, and business continuity and disaster recovery are the top six categories for which MSPs had their service revenue go up in the past 12 months.

Service category	Up	Flat	Down	Not applicable
Security	63%	26%	5%	6%
Cloud management	51%	32%	6%	11%
Infrastructure monitoring and management (including server support)	48%	38%	6%	8%
Desktop support	47%	38%	7%	8%
Network and connectivity support	46%	41%	5%	7%
Business continuity and disaster recovery	42%	44%	5%	9%
Hardware/software resale	39%	36%	14%	11%
Application management	34%	43%	3%	19%
Compliance management	32%	41%	6%	21%
Mobile device management	30%	41%	7%	23%

Charges for SaaS applications

More than half (55%) of respondents charge more than $3 per user per month to back up customers' SaaS applications.

Charge per user per month to back up customers' SaaS applications	Percentage of respondents
Less than $1/user/month	5%
$1 - $2/user/month	21%
$3 - $4/user/month	38%
$4+ user/month	17%
We do not back up SaaS applications	19%

Most frequently quoted standard hourly rate

Out of more than 1,200 respondents, more than half (57%) said they charge $101 - $200 per hour for out-of-scope work. Another 20% said they charge $51 - $100 per hour for out-of-scope work.

Hourly rate for out-of-scope work	Percentage of respondents
Up to $50/hour	6%
$51 - $100/hour	20%
$101 - $200/hour	57%
More than $200/hour	11%
We don't have an hourly rate option	6%

Percentage of customer base represented by managed services subscription contracts

More than one-fourth (26%) of all respondents said that more than 50% of their customer base is represented by month-to-month subscription. Another 20% said that more than 50% of their customer base is represented by a one-year subscription.

| Percentage of Contracts	Month-to-month subscription	1 year	Between 1- 2 years	Between 2 - 3 years	More than 3 years
0%	28%	22%	43%	44%	57%
1 - 10%	16%	16%	14%	12%	11%
11 - 20%	11%	12%	11%	8%	7%
21 - 30%	8%	12%	13%	13%	7%
31 - 40%	4%	7%	9%	6%	4%
41 - 50%	6%	11%	5%	6%	4%
More than 50%	26%	20%	6%	10%	9%

APPENDIX B: DEMOGRAPHIC DATA

Get to know our respondents better.

Company Size

More than a quarter (28%) of our respondents are MSPs with more than 50 employees. Another 25% are MSPs with 26 to 100 employees.

Company size	Percentage of respondents
Less than 5 employees	16%
6 - 10	16%
10 - 25	25%
26 - 50	15%
51 - 100	10%
More than 100 employees	18%
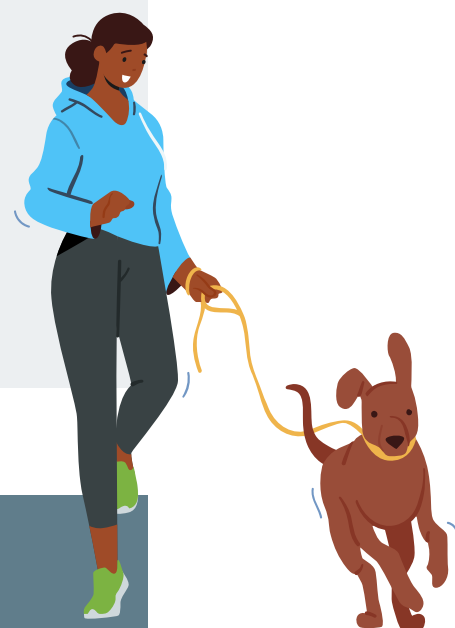
Employees in technical roles

Not surprisingly, technical roles dominate, with 35% of respondents having more than 75% of their employees in a technical role. Another 45% have 50% to 75% of their employees in a technical role.

Employees in a technical role	Percentage of respondents
Less than 50%	20%
50% - 74%	45%
75% - 99%	27%
100%	8%

Individual client sites supported by MSPs

Most survey respondents support a relatively small number of locations (individual client sites). More than half (56%) of respondents support 0 - 50 individual client sites, and 18% support between 51 and 100 individual client sites.

Individual client sites supported	Percentage of respondents
0 - 50	56%
51 - 100	18%
101 - 200	10%
More than 200	16%

MSP customer size range

Most MSPs in the survey support relatively small businesses. For nearly two-thirds (40%) of MSP respondents, more than half of their customer base is between 1 and 25 users. For another 40% of MSP respondents, 40%-50% of their customer base is between 1 and 25 users.

Percentage of customer base	1 - 25 users	26 - 50 users	51 - 75 users	76 - 100 users	101 - 200 users	201 - 300 users	301 - 400 users	401 - 500 users	More than 500 users
0% - 10%	8%	8%	11%	13%	13%	13%	12%	12%	11%
11% - 20%	11%	21%	19%	15%	12%	7%	6%	5%	4%
21% - 30%	18%	33%	19%	11%	8%	4%	3%	3%	2%
31% - 40%	25%	33%	15%	8%	5%	2%	3%	1%	9%
40% - 50%	40%	29%	8%	6%	6%	3%	2%	1%	4%
More than 50%	63%	10%	3%	5%	2%	2%	1%	1%	12%

SURVEY METHODOLOGY

Kaseya conducted its annual MSP Benchmark Survey in November 2021 using structured questionnaires. To simplify the questionnaires, pricing and revenue information was requested in U.S. dollars and respondents were asked to select from price ranges rather than to specify exact figures. To provide an indication of trends, the report includes comparable results from 2021 where applicable. Results have been broken down by region where responses differ significantly across geographic areas. All current results are included in the global statistics described as "2022." Overall, we've made every attempt to provide the data in a format that is most useful to the widest audience possible. Note that several questions include intentionally generalized data, given that the replies are highly variable (e.g., specific services offered in per-user pricing agreements, certain service contracts offered in remote regions of the world).

REQUEST A DEMO
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