

IT Partner Comparison Tool

CRITERIA	E-N COMPUTERS	MSP B	MSP C
BUSINESS STRUCTURE & ALIGNMENT			
Operational and ownership factors that influence service delivery and partnership stability			
Contact information	866-792-6638 Katie(kstebor@encomputers.com) or Ian (ian@encomputers.com)		
Years in business/financial stability	28 years; debt free; owns office building		
Local market presence vs. national/remote	Washington DC metro area, remote services coast to coast		
Local or founder ownership or private equity?	Local and founder ownership		
U.S staff or overseas?	U.S. only		
Approach	Collaborative		
Leadership accessibility	Highly accessible		
PRICING & TERMS			
Predictable costs are important for a sound budget, and flexible contract terms reduce long-term risk			
Price	\$125/user/month		
Billing Model	Per User		
Term	Month-to-month		
Predictable Pricing Transparency	Yes, flat-fee per user, no hidden costs		
Ideal client size	More than 10 users		
SUPPORT & SERVICE DELIVERY			
Fast, reliable support is critical for maintaining productivity, avoiding downtime, and reducing stress on your team			
Unlimited Help Desk	M-F 8-5		
Guaranteed Response Time	< 15 min. (most requests), < 35 min. resolution (majority)		
Unlimited Tier 2+ Support	Yes		
Regular Onsite Visits/Focus Days	Yes. Dedicated technician, regular scheduled visits		
Engineering Support for Servers	Yes		
After-hours Support Included	Yes. For work stoppage and critical issues		
Change Management & Documentation	Yes; Scheduled change management windows provided as part of your focus day. We document as part of onboarding and after making any change. Client owns their documents, which we can outout as a runbook.		
Proactive System Health Checks/Maintenance	Yes		
CYBERSECURITY FUNDAMENTALS			
A strong security foundation is the first line of defense against threats that can damage your reputation and lead to costly downtime			
Remote Monitoring	Yes. We optimize your cloud tools, and you get to keep the improved security (In contrast, many MSPs manage legacy servers and tools, which they take with them, causing you to lose any security improvements.)		
Antivirus	Microsoft Defender XDR		
Endpoint Detection & Response (EDR)	Microsoft 365 Business Premium licenses w/ E5 add-on		
Managed Detection & Response (MDR)	24/7 Threat Monitoring & Response		
Privilege Management	AutoElevate		
Windows Patching	Ninja		
Third-Party Patching	Yes		
Password Vault & Documentation Platform	MyGlue		
STRATEGIC PARTNERSHIP (vCIO SERVICES)			
A true partner provides a clear technology roadmap, helping you align IT with business goals and justify your budget			
Dedicated vCIO / Account Manager	Both technical and administrative account managers for each client		
Quarterly Reviews	Yes		
Technology Roadmap & Budget Guidance	Yes		
Cybersecurity & Risk Management Guidance	Yes		
Vendor Management	Yes		
CO-MANAGED IT & INTERNAL TEAM COLLABORATION			
Your internal IT staff is invaluable. A good MSP should augment their efforts, reduce their burnout, and empower them to focus on strategic projects			
Co-Managed IT Offering	Yes. Flexible models to augment your internal team		
Integration with Internal IT Team	Yes. Shared tools, regular syncs, empowers your staff		
Knowledge Transfer & Shared Documentation Access	Yes. Your team has access to relevant documentation and insights		
BUSINESS CONTINUITY & DISASTER RECOVERY (BCDR)			
A solid BCDR plan minimizes downtime and helps with a fast recovery after an unexpected event, protecting your business from financial and reputational loss			

Backup & Disaster Recovery Planning	Yes. Includes 30 days (rolling) of daily backups, onsite and offsite		
Guaranteed Recovery Time Objective (RTO) (Max downtime)	Clearly defined (e.g., 4 hours for critical systems)		
Guaranteed Recovery Point Objective (RPO) (Max data loss)	Clearly defined (e.g., 1 hour for critical systems)		
Regular BCDR Test Drills	Yes. Annual full system recovery tests		

CORE TECHNOLOGIES SUPPORTED
Partnering with an MSP that has deep expertise in your existing technology stack helps with smooth integration and more efficient support

Platforms	Microsoft 365 administration & web apps, Server OS, Azure		
Servers & Workstations	Dell		
Network Equipment	Meraki		
Virtualization Platforms	VMware, Hyper-V		
Other Key Vendors/Platforms (Specify)	Veeam and Wasabi for backups		

OPTIONAL SERVICES (ADDITIONAL COST)
These additional services allow you to customize your support, scaling up or down to meet specific needs without impacting core service delivery

Additional IT Closets	\$100/month		
VPN Management	\$3/month per user		
Hardware as a Service (HaaS)	Yes. Ask us for details		

ADVANCED COMPLIANCE & SPECIALIZED SECURITY (FOR REGULATED INDUSTRIES)
Important for avoiding expensive penalties and proving your commitment to security and compliance

Compliance Consulting & Support	\$100/user/month, minimum 10 users; total costs may vary based on licensing tiers and project work required		
CMMC RPO Status (with Registration ID)	Yes. (Ask us for our RPO ID and details)		
NIST SP 800-171 Expertise & Support	Deep expertise, ongoing support for compliance		
HIPAA Compliance Support	Includes risk assessments, BAA management, audit readiness		
Other Regulatory Expertise (e.g., ITAR, DFARS)	Yes. Ask us about specific industry regulations		
Audit Readiness Support	Proactive assessments, documentation assistance, evidence support		
Compliance Reporting & Monitoring	Regular compliance posture reports, continuous monitoring		
Data Residency & Sovereignty Assurance	All data processed/stored within the U.S.		
Vulnerability Scanning & Management	Regular network and system vulnerability scans		
Incident Response Plan & Testing	Documented plan, regular tabletop exercises		

PARTNERSHIP & INTANGIBLES
A great MSP is more than just a list of services. These factors determine the quality of the long-term relationship

Transparency & Communication Style			
Clarity on Pricing & Contract	Pricing and terms are clearly outlined		
Honesty about Capabilities	Upfront about our expertise and are happy to work with third parties		
Helpful & Educational Approach			
Educational Resources Offered	Blog, guides, and webinars on topics like CMMC, NIST, and IT strategy.		
Sales Approach	Focus on educating and advising rather than just selling.		
Cultural Fit			
Team Attitude & Vibe			
Client-First Mentality			
Personalization			