Written by Marco Attard
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According to an Autotask survey the main focus for managed services providers (MSPs) is endpoint management and the use of remote monitoring and management (RMM) solutions to meet the demands of cloud-based solution management.



The survey covers 1800 MSPs across the world. It shows 62% of respondents manage 100-2500 endpoints-- an amount Autotask says is set to "grow exponentially." As such 54% of MSPs are increasing their focus on endpoints.

Networking and project are still important, accounting for nearly 40% of MSP revenues for around 75% of respondents. Meanwhile 68% of MSPs rank reliability as the key criteria for selecting a remote monitoring and endpoint management solution.

Autotask adds backup and recovery is the top cloud service for potential revenue, followed by security and office productivity apps.

“If MSPs can’t deliver a service down to every endpoint, regardless of network, location, device, they put the quality of service at risk," the company concludes. "By building out their managed services portfolios with scalable endpoint management along with other cloud-related services, MSPs can more effectively meet a client’s evolving strategic needs and become a valued partner.”

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