

MSP Global Pricing Survey

Q1 2011



Introduction

Kaseya provides systems management software to thousands of IT service firms worldwide. By surveying this large, geographically-diverse base, Kaseya has the unique ability to identify, measure and report trends in the global IT services industry. Kaseya uses this proprietary data to empower clients and inform all IT service providers, regardless of size, location or affiliation with the Company.

In late 2010, Kaseya conducted a groundbreaking survey designed to measure and index IT service providers' average fees worldwide. Over 435 firms of all sizes, spread across 19 countries, responded to the Survey.

Survey Results

■ Respondents country and type of service offering

Country of Respondent	Number of Respondents	Break Fix / Block Hours	Managed Services
Australia	55	16%	84%
Belgium	7	43%	57%
Brazil	13	8%	92%
Canada	17	12%	88%
China	2	0%	100%
Germany	3	0%	100%
Hong Kong	1	0%	100%
India	6	17%	83%
Ireland	1	0%	100%
Israel	1	0%	100%
Mexico	2	0%	100%
New Zealand	11	55%	45%
South Africa	5	20%	80%
Spain	2	50%	50%
Sweden	1	0%	100%
United Kingdom	17	6%	94%
United States	234	9%	91%
Venezuela	1	0%	100%
Netherlands	56	20%	80%
Total Respondents	435		

For Break Fix / Block Hours Respondents

■ What is your hourly rate?

Country of Respondent	Average Hourly Rate (Converted to US\$)
Australia	\$122
Belgium	\$100
Brazil	\$88
Canada	\$97
India	\$25
New Zealand	\$88
South Africa	\$62
Spain	\$64
United Kingdom	\$100
United States	\$119
Netherlands	\$120
Global Average Hourly Rate	\$90

For Managed Services Respondents

■ How much do you charge on average for ongoing desktop support and maintenance per month? (per desktop)

Country of Respondent	Average Desktop Support Rate (Converted to US\$)
Australia	\$45
Belgium	\$88
Brazil	\$29
Canada	\$90
New Zealand	\$49
South Africa	\$48
Spain	\$66
Sweden	\$29
United Kingdom	\$33
United States	\$65
Netherlands	\$39
Global Average Desktop Support Rate	\$52

■ **How much do you charge on average for ongoing server support and maintenance per month? (per server)**

Country of Respondent	Average Server Support Rate (Converted to US\$)
Australia	\$211
Belgium	\$106
Brazil	\$107
Canada	\$201
New Zealand	\$278
South Africa	\$106
Spain	\$66
Sweden	\$78
United Kingdom	\$151
United States	\$216
Netherlands	\$199
Global Average Server Support Rate	\$156

■ **How much do you charge for mobile device support per month? (per device)**

Country of Respondent	Average Mobile Device Support Rate (Converted to US\$)
Australia	\$11
Brazil	\$14
Canada	\$49
New Zealand	\$8
South Africa	\$25
United Kingdom	\$11
United States	\$21
Netherlands	\$14
Global Average Mobile Support Rate	\$19

■ **Do you include a number of onsite hours with your managed services package?**

No	Less than 10 hours	10-20 hours	More than 10 hours
47%	23%	7%	23%

■ **What percentage of your annual revenue is derived from managed services contracts?**

Less than 25%	25% - 50%	50% - 75%	More than 75%
18%	29%	31%	23%

For All Respondents

■ What is your pricing outlook for 2011?

We are raising our prices	We are lowering our prices	No Change
20%	15%	65%

■ Which services do you provide?

Country of Respondent	Number of Respondents	Desktop Support	Server Support	Monitoring	Backup/Recovery	Anti Virus / Malware	Patching / Updates	Mobile Device Support	Other
Australia	55	76%	76%	76%	69%	71%	75%	60%	11%
Belgium	7	71%	71%	57%	43%	43%	71%	14%	
Brazil	13	46%	62%	62%	46%	54%	54%	15%	15%
Canada	17	71%	71%	71%	71%	71%	65%	65%	12%
China	2	50%							
Germany	3	33%	33%	33%					
India	6	67%	67%	67%	29%	67%	67%	29%	
New Zealand	11	82%	82%	82%	73%	73%	82%	55%	
South Africa	5	80%	80%	80%	60%	60%	80%	60%	
Spain	2	100%	100%	50%	100%	100%	50%		
Sweden	1	100%	100%	100%	100%	100%	100%		
United Kingdom	17	82%	82%	82%	82%	82%	82%	59%	18%
United States	234	79%	78%	79%	75%	75%	78%	60%	17%
Venezuela	1	100%	100%	100%	100%	100%	100%		100%
Netherlands	56	64%	66%	63%	57%	61%	59%	36%	

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower everyone — from individual consumers to large corporations and IT service providers — to proactively manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform. Kaseya solutions are trusted by IT service providers and a wide variety of industries including: banking, consumer packaged goods, education, financial services, government, healthcare, military, real estate, retail and transportation.

The company is privately held and based in Lausanne, Switzerland with over 30 offices in more than 20 countries.

To learn more, please visit <http://www.kaseya.com>.