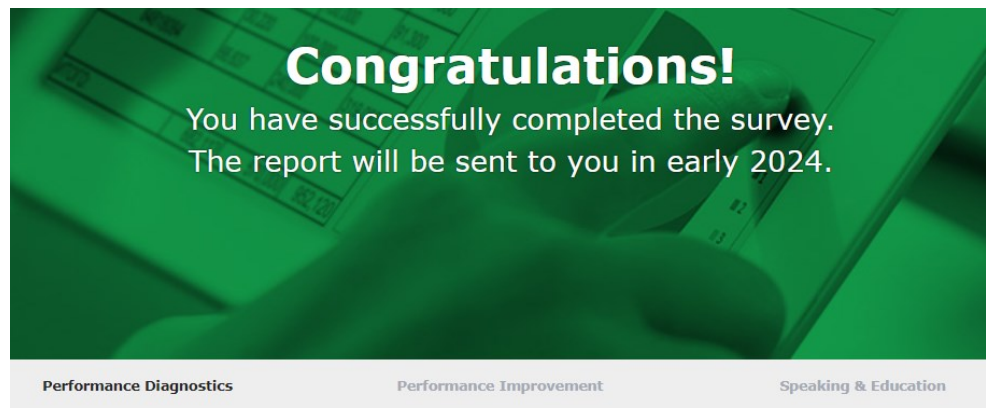


**IMPORTANT:** When you see this page, your survey has successfully been submitted.

If you do not reach this confirmation page, please page back and click the SUBMIT button.



## Service Leadership Index® Benchmark Reports

The Service Leadership Index® is the largest scale, longest running and most accurate benchmark of Solution Provider financial performance, operational maturity and value creation, worldwide. Developed by SP/MSP executives who built their own partner companies up to \$2bb in revenue, the Service Leadership Index® provides unequalled depth of insight and analysis to those companies seeking to maximize growth, profitability and stock value.

To receive a free copy of the Service Leadership Index® IT Solution Provider Compensation Report™, when it is published in early 2024, you need to complete the survey in its entirety by midnight on November 30, 2023. Below are instructions to assist you in completing the survey.

Follow this link to the survey:

[https://service-leadership.quickbase.com/db/bh2356bqj?a=API\\_GenAddRecordForm&dfid=36](https://service-leadership.quickbase.com/db/bh2356bqj?a=API_GenAddRecordForm&dfid=36)



#### Welcome and Instructions

Welcome to the Service Leadership Index® Annual Solution Provider Compensation Survey.

This is the only industry benchmark which is dedicated to determining best practices for you, the independent Solution Provider, and not serving corporate IT departments, media or vendors.

To provide you with the best value, it is a comprehensive survey. While it will take you a bit to complete, we are confident you will find the resulting report to be of the same high value found by your peers in past years.

##### Instructions: Read and Follow These Steps

Depending on the size and complexity of your company, inputting your data will require about 30-60 minutes, and must be completed in one sitting. Regrettably, there is no way to do a partial save and return later.

It may be helpful to have your compensation plans and organization chart at hand. Since there are no standard job titles in the industry, we have done our best to craft titles which are most understandable and applicable. Choose the titles that best fit each of your positions.

To complete your survey, please:

1) Provide your contact information.

2) Read the confidentiality agreement below and select "I Agree". Then click "SAVE" (do not click "Save & Add Another").

3) Then click "CLICK HERE TO CONTINUE". Wait 2 to 3 minutes, your customized data entry form will appear. (During this time, your browser will not accept input - this is normal behavior. When it is ready, your screen will refresh and your customized data entry form will appear.)

All Solution Providers who complete the survey by December 16, 2022 will receive this US\$1,799.00 report at no charge when it is published in 2023.

You will receive your Compensation Report from [info@Service-Leadership.com](mailto:info@Service-Leadership.com). Please "allow" this e-mail address in your spam filter.

Please feel free to contact us at [info@service-leadership.com](mailto:info@service-leadership.com) if you have any questions or suggestions.

#### Contact Info

Name \*

Title \*

Company \*

Email \*

Metro Area \* Search and select

#### Confidentiality Agreement

Please read the confidentiality agreement below and select "I Agree" to continue with the survey.

All information provided by you ("Licensee") to Service Leadership, Inc. ("S-L") will remain confidential (unless otherwise publicly available) for a period of 3 years from the date hereof. S-L may use (on an anonymous, aggregate basis only) certain financial and operational benchmark information provided by Licensees but no information that would identify a Licensee will be disclosed.

All Licensees agree to waive any claims they might have against S-L and/or the other Licensees that result from participation in the offering. Each Licensee shall indemnify S-L against any claims that may result from Licensee's participation in the survey.

All materials and information presented by S-L (the "Materials") shall remain the sole property of S-L, are proprietary and confidential to S-L and may not be used or reused in any form (electronic, written, audio, video) by a Licensee beyond the scope of the license granted to a Licensee herein. Upon your accepting this Confidentiality Agreement, S-L grants you a single copy license to use the Materials for internal purposes only. You shall not reproduce, sell, distribute or otherwise make the Materials available to third parties outside of your organization.

You may cite specific limited information from the Materials in internal or external communications, but you must cite the source of the information as copyrighted material of "Service Leadership" or "Service Leadership, Inc." or located at Service-Leadership.com. This agreement is non-transferable.

Confidentiality Agreement \*

Please click on the Save & Close button below to continue.

Save & close

Cancel

Complete the Contact info section and select "I agree" to the Confidentiality Agreement.



Companies } Add Company

Save

Cancel

Please feel free to contact us at [info@service-Leadership.com](mailto:info@service-Leadership.com) if you have any questions or suggestions.

### Contact Info

Name \*

Title \*

Company \*

Email \*

Metro Area \*

Make a Selection...

### Confidentiality Agreement

Please read the confidentiality agreement below and select "I Agree" to continue with the survey.

All information provided by you ("Licensee") to Service Leadership, Inc. ("S-L") will remain confidential (unless otherwise publicly available) for a period of 3 years from the date hereof. S-L may use (on an anonymous, aggregate basis only) certain financial and operational benchmark information provided by Licensees but no information that would identify a Licensee will be disclosed.

All Licensees agree to waive any claims they might have against S-L and/or the other Licensees that result from participation in the offering. Each Licensee shall indemnify S-L against any claims that may result from Licensee's participation in the survey.

All materials and information presented by S-L (the "Materials") shall remain the sole property of S-L, are proprietary and confidential to S-L and may not be used or reused in any form (electronic, written, audio, video) by a Licensee beyond the scope of the license granted to a Licensee herein. Upon your accepting this Confidentiality Agreement, S-L grants you a single copy license to use the Materials for internal purposes only. You shall not reproduce, sell, distribute or otherwise make the Materials available to third parties outside of your organization.

You may cite specific limited information from the Materials in internal or external communications, but you must cite the source of the information as copyrighted material of "Service Leadership" or "Service Leadership, Inc." or located at Service-Leadership.com. This agreement is non-transferable.

Confidentiality Agreement \*

I Agree

Please click on the SAVE button in the upper right hand area of the screen to continue.



[CLICK HERE TO CONTINUE](#)

Click the **“CLICK HERE TO CONTINUE”** button. Please be patient, it will take a couple of minutes for the survey to load.

Please click button above to continue.

It may take 2-3 minutes to load your survey.

Please wait.

Note: Your browser will be disabled during this period.  
You will be unable to open new window browsers or tabs.  
This is normal.



**View & print** instructions and definitions, each of these document links opens in a new window.

Companies > Edit Company #3808

#### ▼ For More Info

For a printable sample of the data entry form (opens in new window):

[Printable Sample Data Entry Form / Instructions](#)

For more information on what's being asked below (opens in new window):

[Inputting Your Compensation Data \(What are the Fields?\)](#)

[Aligning Your Practices and Teams \(Definitions\)](#)

[Job Title Definitions](#)

Company The Test Demo 8 Company

#### ▼ Step 1: Your Predominant Business Model

Solution Providers with different business models pay different wages for otherwise similar positions. In order to provide you with the highest value results, it is helpful to objectively know the Predominant Business Model(c) of your company.

To determine your Predominant Business Model, please enter your past 12 months revenue as instructed below.

- 1) Enter your revenue for each line of business, according to the Line of Business definitions in each Help "i" button,
- 2) Please account for 100% of your revenue over the past 12 months.

Your Revenue by Line of Business:

**i** 4010 - Product Resale Revenue

**i** 4020 - Infrastructure Projects Revenue

**i** 4030 - Infrastructure Managed Services Revenue

### Step 1: Your Predominant Business Model

Solution Providers with different business models pay different wages for otherwise similar positions. In order to provide you with the highest value results, it is helpful to objectively know the Predominant Business Model(c) of your company.

To determine your Predominant Business Model, please enter your past 12 months revenue as instructed below.

- 1) Enter your revenue for each line of business, according to the Line of Business definitions in each Help "?" button.
- 2) Please account for 100% of your revenue over the past 12 months.

#### Your Revenue by Line of Business:

##### 4010 - Product Resale Revenue

##### 4020 - Infrastructure Projects Revenue

##### 4030 - Infrastructure Managed Services Revenue

##### 4040 - Infrastructure T&M Revenue

##### 4050 - Other Services Revenue

##### 4060 - Commissions and Agency Fees

#### Your Total Revenue

\$0

Your Predominant Business Model is:

### Enter Your Positions Below

Please enter your current positions and their related data below.

> Do your best to map your positions to those provided.

> Exclude contractors.

## ▼ Your Infrastructure T&M/Project Practice

People within an Infrastructure Services team who primarily do T&M and/or project work (not Managed Services), including managers (who are not owners). [More...](#)

Responses

New Response **More ▼**

33 Response records

	▼ Job Function	▼ Job Title	Job Tenure/ Level/Focus	Headcount	Average TAE	% Variable	Hourly Bill Rate	TAE % Increase - Current	TAE % Increase - Planned
NEW	Infrastructure								
NEW	Infrastructure								
NEW	Infrastructure								
NEW	Infrastructure	Infrastructure Practice Leader/Manager							
NEW	Infrastructure	Infrastructure Practice Leader/Manager	4-7 Years						
NEW	Infrastructure	Infrastructure Practice Leader/Manager	8 or More Years						
NEW	Infrastructure	IP/Telephony Specialist	1-3 Years						
NEW	Infrastructure	IP/Telephony Specialist	4-7 Years						
NEW	Infrastructure	IP/Telephony Specialist	8 or More Years						
NEW	Infrastructure	Project Coordinator	1-3 Years						
NEW	Infrastructure	Project Coordinator	4-7 Years						
NEW	Infrastructure	Project Coordinator	8 or More Years						
NEW	Infrastructure	Project Engineer Level 1	1-3 Years						
NEW	Infrastructure	Project Engineer Level 1	4-7 Years						
NEW	Infrastructure	Project Engineer Level 1	8 or More Years						
NEW	Infrastructure	Project Engineer Level 2	1-3 Years						
NEW	Infrastructure	Project Engineer Level 2	4-7 Years						
NEW	Infrastructure	Project Engineer Level 2	8 or More Years						
NEW	Infrastructure	Project Engineer Level 3	1-3 Years						
NEW	Infrastructure	Project Engineer Level 3	4-7 Years						
NEW	Infrastructure	Project Engineer Level 3	8 or More Years						
NEW	Infrastructure	Project Manager	1-3 Years						
NEW	Infrastructure	Project Manager	4-7 Years						
NEW	Infrastructure	Project Manager	8 or More Years						
NEW	Infrastructure	Security Engineer Level 1	1-3 Years						
NEW	Infrastructure	Security Engineer Level 1	4-7 Years						

Click "More" to collapse the table, make it scrollable, and keep the header row visible.

Confidential Licensed Material  
Sample Only – Enter your Data Online

NEW	Infrastructure	Security Engineer Level 1	8 or More Years					
NEW	Infrastructure	Security Engineer Level 2	1-3 Years					
NEW	Infrastructure	Security Engineer Level 2	4-7 Years					
NEW	Infrastructure	Security Engineer Level 2	8 or More Years					
NEW	Infrastructure	Security Engineer Level 3	1-3 Years					
NEW	Infrastructure	Security Engineer Level 3	4-7 Years					
NEW	Infrastructure	Security Engineer Level 3	8 or More Years					

## ▼ Your Managed Services Practice

People within an Infrastructure Managed Services team, who primarily do flat fee, service-level-based work, including managers (who are not owners). [More...](#)

### Responses

New Response More ▼

33 Response records

	▼ Job Function	▼ Job Title	Tenure/ Level/Focus	Headcount	Average TAE	% Variable	Hourly Bill Rate	TAE % Increase - Current	TAE % Increase - Planned
NEW	Managed Services	Dispatch/Service Coordinator	1-3 Years						
NEW	Managed Services	Dispatch/Service Coordinator	4-7 Years						
NEW	Managed Services	Dispatch/Service Coordinator	8 or More Years						
NEW	Managed Services	Network/Systems Engineer Level 1	1-3 Years						
NEW	Managed Services	Network/Systems Engineer Level 1	4-7 Years						
NEW	Managed Services	Network/Systems Engineer Level 1	8 or More Years						
NEW	Managed Services	Network/Systems Engineer Level 2	1-3 Years						
NEW	Managed Services	Network/Systems Engineer Level 2	4-7 Years						
NEW	Managed Services	Network/Systems Engineer Level 2	8 or More Years						
NEW	Managed Services	Network/Systems Engineer Level 3	1-3 Years						
NEW	Managed Services	Network/Systems Engineer Level 3	4-7 Years						
NEW	Managed Services	Network/Systems Engineer Level 3	8 or More Years						
NEW	Managed Services	NOC Specialist	1-3 Years						
NEW	Managed Services	NOC Specialist	4-7 Years						
NEW	Managed Services	NOC Specialist	8 or More Years						



NEW	Managed Services	Sales Engineer (SE)	1-3 Years						
NEW	Managed Services	Sales Engineer (SE)	4-7 Years						
NEW	Managed Services	Sales Engineer (SE)	8 or More Years						
NEW	Managed Services	Service Desk Leader/Manager	1-3 Years						
NEW	Managed Services	Service Desk Leader/Manager	4-7 Years						
NEW	Managed Services	Service Desk Leader/Manager	8 or More Years						
NEW	Managed Services	Service Desk Specialist Level 1	1-3 Years						
NEW	Managed Services	Service Desk Specialist Level 1	4-7 Years						
NEW	Managed Services	Service Desk Specialist Level 1	8 or More Years						
NEW	Managed Services	Service Desk Specialist Level 2	1-3 Years						
NEW	Managed Services	Service Desk Specialist Level 2	4-7 Years						
NEW	Managed Services	Service Desk Specialist Level 2	8 or More Years						
NEW	Managed Services	Service Desk Specialist Level 3	1-3 Years						
NEW	Managed Services	Service Desk Specialist Level 3	4-7 Years						
NEW	Managed Services	Service Desk Specialist Level 3	8 or More Years						
NEW	Managed Services	vCIO/Technical Account Management	1-3 Years						
NEW	Managed Services	vCIO/Technical Account Management	4-7 Years						
NEW	Managed Services	vCIO/Technical Account Management	8 or More Years						

Confidential Licensed Material  
Sample Only – Enter your Data Online

## Your Applications Practice

People within an application development practice, including managers (who are not owners). [More...](#)

### Responses

New Response More ▼

39 Response records

	▼ Job Function (cannot edit)	▼ Job Title	▼ Specialization	Job Tenure/ Level/Focus	Headcount	Average TAE	% Variable	Hourly Bill Rate	TAE % Increase - Current	TAE % Increase - Planned
NEW	Applications	AppDev Practice Leader/Manager	(No Specialization)	1-3 Years						
NEW	Applications	AppDev Practice Leader/Manager	(No Specialization)	4-7 Years						
NEW	Applications	AppDev Practice Leader/Manager	(No Specialization)	8 or More Years						
NEW	Applications	Application Developer	.J2EE	1-3 Years						

NEW	Applications	Application Developer	.NET	8 or More Years					
NEW	Applications	Business Analyst	J2EE	1-3 Years					
NEW	Applications	Business Analyst	J2EE	4-7 Years					
NEW	Applications	Business Analyst	J2EE	8 or More Years					
NEW	Applications	Business Analyst	.NET	1-3 Years					
NEW	Applications	Business Analyst	.NET	4-7 Years					
NEW	Applications	Business Analyst	.NET	8 or More Years					
NEW	Applications	Database Developer	.NET	1-3 Years					
NEW	Applications	Database Developer	.NET	4-7 Years					
NEW	Applications	Database Developer	.NET	8 or More Years					
NEW	Applications	Database Developer	DB2	1-3 Years					
NEW	Applications	Database Developer	DB2	4-7 Years					
NEW	Applications	Database Developer	DB2	8 or More Years					
NEW	Applications	Database Developer	Open Source	1-3 Years					
NEW	Applications	Database Developer	Open Source	4-7 Years					
NEW	Applications	Database Developer	Open Source	8 or More Years					
NEW	Applications	Database Developer	Oracle	1-3 Years					
NEW	Applications	Database Developer		4-7 Years					
NEW	Applications	Database Developer	Oracle	8 or More Years					
NEW	Applications	Database Developer	SAP	1-3 Years					
NEW	Applications	Database Developer	SAP	4-7 Years					
NEW	Applications	Database Developer	SAP	8 or More Years					
NEW	Applications	Graphic Design/User Interface	(No Specialization)	1-3 Years					
NEW	Applications	Graphic Design/User Interface	(No Specialization)	4-7 Years					
NEW	Applications	Graphic Design/User Interface	(No Specialization)	8 or More Years					
NEW	Applications	Project Manager	J2EE	1-3 Years					
NEW	Applications	Project Manager	J2EE	4-7 Years					
NEW	Applications	Project Manager	J2EE	8 or More Years					
NEW	Applications	Project Manager	.NET	1-3 Years					
NEW	Applications	Project Manager	.NET	4-7 Years					
NEW	Applications	Project Manager	.NET	8 or More Years					

## ▼ Your Sales & Marketing Team

People within your sales and marketing team, including managers (who are not owners). [More...](#)

Responses

New Response More ▼

21 Response records

	▼ Job Function	▼ Job Title	▼ Specialization	▼ Job Tenure/ Level/Focus	Headcount	Average TAE	% Variable	TAE % Increase - Current	TAE % Increase - Planned
NEW	Sales & Marketing	Inside Sales Representative		1-3 Years					
NEW	Sales & Marketing	Inside Sales Representative		4-7 Years					
NEW	Sales & Marketing	Inside Sales Representative		8 or More Years					
NEW	Sales & Marketing	Marketing Manager/Director/VP		1-3 Years					
NEW	Sales & Marketing	Marketing Manager/Director/VP		4-7 Years					
NEW	Sales & Marketing	Marketing Manager/Director/VP		8 or More Years					
NEW	Sales & Marketing	Marketing Staff		1-3 Years					
NEW	Sales & Marketing	Marketing Staff		4-7 Years					
NEW	Sales & Marketing	Marketing Staff		8 or More Years					
NEW	Sales & Marketing	Outbound Sales Representative	Hunter	1-3 Years					
NEW	Sales & Marketing	Outbound Sales Representative	Hunter	4-7 Years					
NEW	Sales & Marketing	Outbound Sales Representative	Hunter	8 or More Years					
NEW	Sales & Marketing	Outbound Sales Representative	Hunter/Farmer Hybrid	1-3 Years					
NEW	Sales & Marketing	Outbound Sales Representative	Hunter/Farmer Hybrid	4-7 Years					
NEW	Sales & Marketing	Outbound Sales Representative	Hunter/Farmer Hybrid	8 or More Years					
NEW	Sales & Marketing	Sales Administration		1-3 Years					
NEW	Sales & Marketing	Sales Administration		4-7 Years					
NEW	Sales & Marketing	Sales Administration		8 or More Years					
NEW	Sales & Marketing	Sales Manager/Director/VP		1-3 Years					
NEW	Sales & Marketing	Sales Manager/Director/VP		4-7 Years					
NEW	Sales & Marketing	Sales Manager/Director/VP		8 or More Years					

## ▼ Your General & Administration Team

People within your Finance, HR, internal IT (if any) and similar positions in the company, and managers (who are not owners). [More...](#)

Responses

[New Response](#) [More ▼](#)

42 Response records

	▼ Job Function	▼ Job Title	▼ Specialization	Job Tenure/ Level/Focus	Headcount	Average TAE	% Variable	TAE % Increase - Current	TAE % Increase - Planned
NEW	General & Administration	Business Intelligence/Data Analyst		1-3 Years					
NEW	General & Administration	Business Intelligence/Data Analyst		4-7 Years					
NEW	General & Administration	Business Intelligence/Data Analyst		8 or More Years					
NEW	General & Administration	CISO		1-3 Years					
NEW	General & Administration	CISO		4-7 Years					
NEW	General & Administration	CISO		8 or More Years					
NEW	General & Administration	Finance	A - CFO	1-3 Years					
NEW	General & Administration	Finance	A - CFO	4-7 Years					
NEW	General & Administration	Finance	A - CFO	8 or More Years					
NEW	General & Administration	Finance	C - VP	1-3 Years					
NEW	General & Administration	Finance	C - VP	4-7 Years					
NEW	General & Administration	Finance	C - VP	8 or More Years					
NEW	General & Administration	Finance	D - Controller	1-3 Years					
NEW	General & Administration	Finance	D - Controller	4-7 Years					
NEW	General & Administration	Finance	D - Controller	8 or More Years					
NEW	General & Administration	Finance	F - Staff	1-3 Years					
NEW	General & Administration	Finance	F - Staff	4-7 Years					
NEW	General & Administration	Finance	F - Staff	8 or More Years					
NEW	General & Administration	Finance	C - VP	1-3 Years					
NEW	General & Administration	HR	C - VP	4-7 Years					
NEW	General & Administration	HR	C - VP	8 or More Years					
NEW	General & Administration	HR	E - Director	1-3 Years					
NEW	General & Administration	HR	E - Director	4-7 Years					
NEW	General & Administration	HR	E - Director	8 or More Years					
NEW	General & Administration	HR	F - Staff	1-3 Years					
NEW	General & Administration	HR	F - Staff	4-7 Years					

## Owner Information

Major shareholders only; that is, owners who work in the company more than part time.

Owners who are managers of, or staff in, a specific department or practice should be specified here, not in their respective department or practice.

Owners who are not employed full-time in the company, should be left out of this survey.

[More...](#)

Responses

New Response More ▾

6 Response records

	Job Function	Job Title	Job Tenure/ Level/Focus	Headcount	Average TAE	% Variable	TAE % Increase - Current	TAE % Increase - Planned	PTO Policy	Benefit Costs	Work Space
NEW	Owner / Non-Owner	Company Owner/ Principal/CEO	1-3 Years								
NEW	Owner / Non-Owner	Company Owner/ Principal/CEO	4-7 Years								
NEW	Owner / Non-Owner	Company Owner/ Principal/CEO	8 or More Years								
NEW	Owner / Non-Owner	Non-Owner CEO / President	1-3 Years								
NEW	Owner / Non-Owner	Non-Owner CEO / President	4-7 Years								
NEW	Owner / Non-Owner	Non-Owner CEO / President	8 or More Years								

## For More Information

If you are designing compensation plans and would like additional insight or assistance on how Service Leadership resources can help, please click the box(es) below and provide us with your email address. An S-L Advisor will contact you shortly.

- ☐ SLIQ™, Operational Maturity Level™ (OML™) Progression Tool
- ☐ Service Leadership Index® Financial and Operational Benchmarking
- ☐ Join a Service Leadership Peer Group

Contact Email

How was this survey process?

We can also be reached by sending an email to [info@service-leadership.com](mailto:info@service-leadership.com).

Please click "Save & close" to save your survey input and continue.

Save & close

Cancel

NEW	Owner / Non-Owner	N
NEW	Owner / Non-Owner	N
NEW	Owner / Non-Owner	N

There are 2 more steps before your survey entry is complete:

- Step 1 is on this page and Step 2 is on the next page.

**Step 1**

Click "SAVE & CLOSE" to move to the next page and Step 2.

Save & close

Cancel

▼ For More Information

If you are designing compensation plans and would like additional insight or assistance on how Service Leadership resources can help, please click the box(es) below and provide us with your email address. An S-L Advisor will contact you shortly.

- ☐ SLIQ™, Operational Maturity Level™ (OML™) Progression Tool
- ☐ Service Leadership Index® Financial and Operational Benchmarking
- ☐ Join a Service Leadership Peer Group

Contact Email

How was this survey process?

We can also be reached by sending an email to [info@service-leadership.com](mailto:info@service-leadership.com).

Please click "Save & close" to save your survey input and continue.

Save & close

Cancel

Step 2 and FINAL STEP: click "SUBMIT".



Home

Companies > Company #2159

Edit Email More

*If you are finished entering your compensation information, please click SUBMIT.*

**SUBMIT**

*If you would like change your compensation survey information please click EDIT.*

▼ For More Info

For a printable sample of the data entry form (opens in new window):

[Printable Sample Data Entry Form / Instructions](#)

For more information on what's being asked below (opens in new window):

[Inputting Your Compensation Data \(What are the Fields?\)](#)

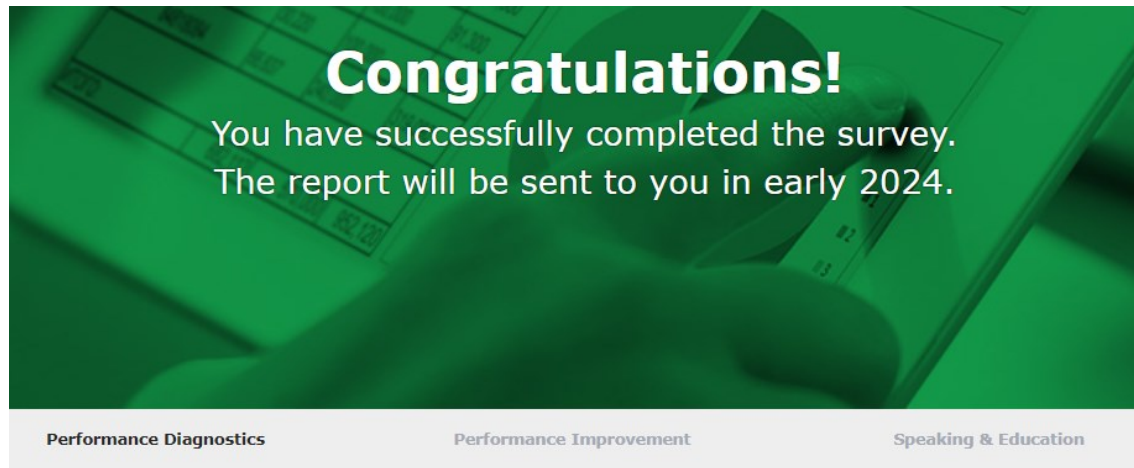
[Aligning Your Practices and Teams \(Definitions\)](#)

CLICK HERE TO CONTINUE

Click button above to  
continue.

**SUCCESS!** When you reach this page your survey input is completed and has been saved for analysis.

If you do not reach this confirmation page, you need to page back and click the SUBMIT button.



## Service Leadership Index® Benchmark Reports

The Service Leadership Index® is the largest scale, longest running and most accurate benchmark of Solution Provider financial performance, operational maturity and value creation, worldwide. Developed by SP/MSP executives who built their own partner companies up to \$2bb in revenue, the Service Leadership Index® provides unequalled depth of insight and analysis to those companies seeking to maximize growth, profitability and stock value.