Nerdio Vendor Scorecard

Capability	Requirement	Vendor A	Vendor B	Vendor C
Security & compliance	MFA, role-based access, audit logs, SOC 2 Type II/ISO 27001 certification			
	Third-party penetration testing & results shared			
	Data isolation and encryption at rest/in transit			
Performance & uptime	Published uptime SLA (≥99.9%)			
	Public incident history/status page			
	Redundancy & failover architecture			
Cost transparency	Predictable pricing model with no hidden fees			
	Flexible licensing (per-user, per-device, usage-based)			
	Historical price increase data/caps available			
Platform capabilities	Full feature parity with current toolset			
	Native integrations with core MSP tools (RMM, PSA, backup, security)			
	Customization options without excessive dev work			
Flexibility & interoperability	Ability to export all data at any time			
	Open API or integration framework			
Platform capabilities	Structured onboarding program			
	Live support with MSP-specific expertise			
	Dedicated account manager			