

Uplevel Systems and Meraki

Managed Service Providers (MSPs) prefer Unbox by Uplevel Systems over Meraki for the following reasons:

100% channel - Uplevel Systems treats MSPs as partners. We do not sell direct, and we certainly won't "take customers direct". You won't ever see a note like this from an Uplevel partner!

https://www.reddit.com/r/msp/comments/93f4uj/meraki_going_around_partners_for_renewals/

100% subscription - Uplevel Systems pricing is designed to align with the MSP business model and make it easier to sell and support.

No upfront fees Meraki charges for hardware and licensing upfront. Unbox includes the hardware in the subscription and bills monthly, even with multiyear commitments. Unbox is much easier to include in a managed services offering because it eliminates the customer or MSP burden of purchasing the equipment and licenses before even starting the managed service.

Simpler renewal Planning and budgeting for renewals is critical with Meraki. The practice of co-termination, where all licenses expire on the same date, reduces the number of renewal events, but makes the renewal costs balloon. These renewals can create a significant friction between the end customer and the MSP and can even lead to customer loss.

Evergreen hardware We all know that Wi-Fi versions change regularly and Internet access speeds continue to increase. Equipment purchased today will be insufficient for future use. To upgrade performance, Meraki customers must purchase new hardware regularly.

Unbox includes licenses and a 3 year hardware upgrade in the monthly price. This always lets our MSP partners put their best foot forward with their customers. Uplevel's service keeps end customers up to date at a predictable price, greatly simplifying financials for MSPs and businesses alike.

Simpler VPN - Meraki touts their VPN solution as easy to use, but it is still far more complicated than Uplevel. Since all of the VPN tunnels must terminate directly onto Meraki hardware, it can be necessary to ask the ISP to "punch holes" to let VPN traffic through. This can get really complex when the customer site is behind a firewall that is outside the control of the MSP, as often happens in landlord / tenant leases.

Unbox's "hub and spoke" model works securely through intermediate firewalls. Unbox's site-to-site VPN can be deployed in a single click, and the client VPN can be provisioned on the infrastructure and the end customer system in under 2 minutes.