
TABLE OF CONTENTS

1. EXECUTIVE SUMMARY	3
1.1 Key Findings.....	4
1.2 Companies Covered.....	4
2. MARKET TRENDS	5
2.1 MSOs: Shifting Toward Full Service.....	5
2.2 The SMBs' Dilemma.....	5
2.3 Vertical Opportunities	6
2.4 The Journey Up Market	7
2.5 Cloud or Ground?: Back in the Physical World.....	7
2.6 The Virtual Future: Cloud Migration.....	8
2.7 Who Is the Expert?: Finding the MSO Sweet Spot	8
2.8 Partnership & Resale.....	9
2.9 Security as Conversation Driver	9
2.10 MSO Strengths: Relationships & Networks	10
2.11 Growth Obstacles: Specialists	10
2.12 Growth Obstacles: Sales	11
2.13 Segment Growth: Hockey Stick Still in Prospect.....	11
2.14 Components of Managed Security.....	11
Threat Management.....	11
PCI/Compliance Management.....	12
Vulnerability Assessment/Management.....	12
3. MSO PROFILES	13
3.1 Charter Communications	13
3.2 Comcast Business	15
3.3 Consolidated Communications, Inc. (CCI)	16
3.4 Cox Communications	17
3.5 Rogers Communications	18
TERMS OF USE.....	20

Use of this PDF file is governed by the terms and conditions stated in the license agreement included in this file. Any violation of the terms of this agreement, including unauthorized distribution of this file to third parties, is considered a breach of copyright. Heavy Reading will pursue such breaches to the full extent of the law. Such acts are punishable in court by fines of up to \$100,000 for each infringement.

For questions about subscriptions and account access, please contact support@heavyreading.com.

For questions and comments about report content, please contact Heavy Reading at reports@heavyreading.com.