

7 ways MSPs can increase profitability and attain IT success

Increase SLA compliance by

70%

As a managed service provider (MSP), Vizstone had so many tickets coming in that it was getting complicated to keep track of tickets that were due to breach SLAs. Vizstone wanted a solution that could help it visualize its ticket data and provide real-time alerts.

[Read Vizstone's success story →](#)

Top tactics used:

- Set up separate workspaces to track KPIs for each customer
- Create an SLA-based priority ticket tracker
- Re-assign tickets to technicians well ahead of their SLA breach



Achieve a net promoter score (NPS) score of

97%

As a global leader in providing environmental consultation services, ERM wanted to deliver best-in-class support services to its end users so that, in turn, its end users could deliver more. The challenge was that its data was fragmented into multiple branch and regional offices.

[Read ERM's success story →](#)

Top tactics used:

- Unify IT data in Analytics Plus for a fresh, up-to-date, live data feed
- Leverage analytics to gain visibility into problem areas, e.g., backlogs and skill gaps
- Reduce bottlenecks, provide faster resolutions, and improve NPS rating



Reduce recurring incidents by

90%

F4 IT Services wanted to reduce incident volume but realized some devices, like printers, were failing periodically. It wanted to identify all such problematic devices and explore ways to fix the problems permanently, and reduce incident tickets.

[Read F4 IT services's success story →](#)

Top tactics used:

- Analyze incident and problem management data to identify recurring incidents
- Perform root cause analysis to identify underlying issues
- Proactively service problematic devices to reduce the number of recurring incidents



Resolve up to

80%

of support tickets remotely

Morgan-Keller Construction wanted a flexible resource management plan to support employees working out of its corporate offices and construction sites. This required deeper analysis of its ticket volume and staff schedules.

[Read Morgan-Keller construction's success story →](#)

Top tactics used:

- Analyze the type, number, and nature of incoming tickets
- Categorize tickets into two groups: requires remote resolution and in-person resolution
- Shuffle IT staff to ensure hybrid workers always have IT assistance



Attain

70%

same-day resolution

With branches all over the globe, ERM wanted to gain visibility into its operations by region and by support group. It wanted to identify reasons as to why its resolutions were slow, and wanted to up the pace a notch.

[Read ERM's success story →](#)

Top tactics used:

- Get complete visibility into regional offices and support groups' productivity
- Identify skill gaps, and upskill staff to handle all tickets
- Streamline service processes for faster resolution



*ERM managed to resolve 70% of incoming tickets on the same day, and cut down its backlog to just 1,000 tickets per day.

Improve productivity by

30%

Home Partners of America had business data siloed in MySQL databases, Excel spreadsheets, and a few other applications like Google Analytics and GoToMeeting. It wanted to collate all this data and give its employees the freedom to leverage data to increase their productivity.

[Read Home Partners of America's success story →](#)

Top tactics used:

- Collate data from multiple sources into a single console for real-time analytics
- Analyze workflows and identify service gaps
- Scale processes to accommodate more work in less time



Right-size the IT team to increase

PROFITABILITY

Bigger IT teams deliver faster resolutions but are expensive. Smaller teams are cost-efficient but cannot handle sudden surges. MSP F4 IT Services wanted to right-size its IT staff count in a cost-efficient manner to tackle fluctuation in ticket volumes.

[Read F4 IT services's success story →](#)

Top tactics used:

- Analyze the volume and frequency of support and incident calls
- Identify busy and lean periods by hour of the day, day of the week, and week of the month
- Redistribute the IT workforce based on workload



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