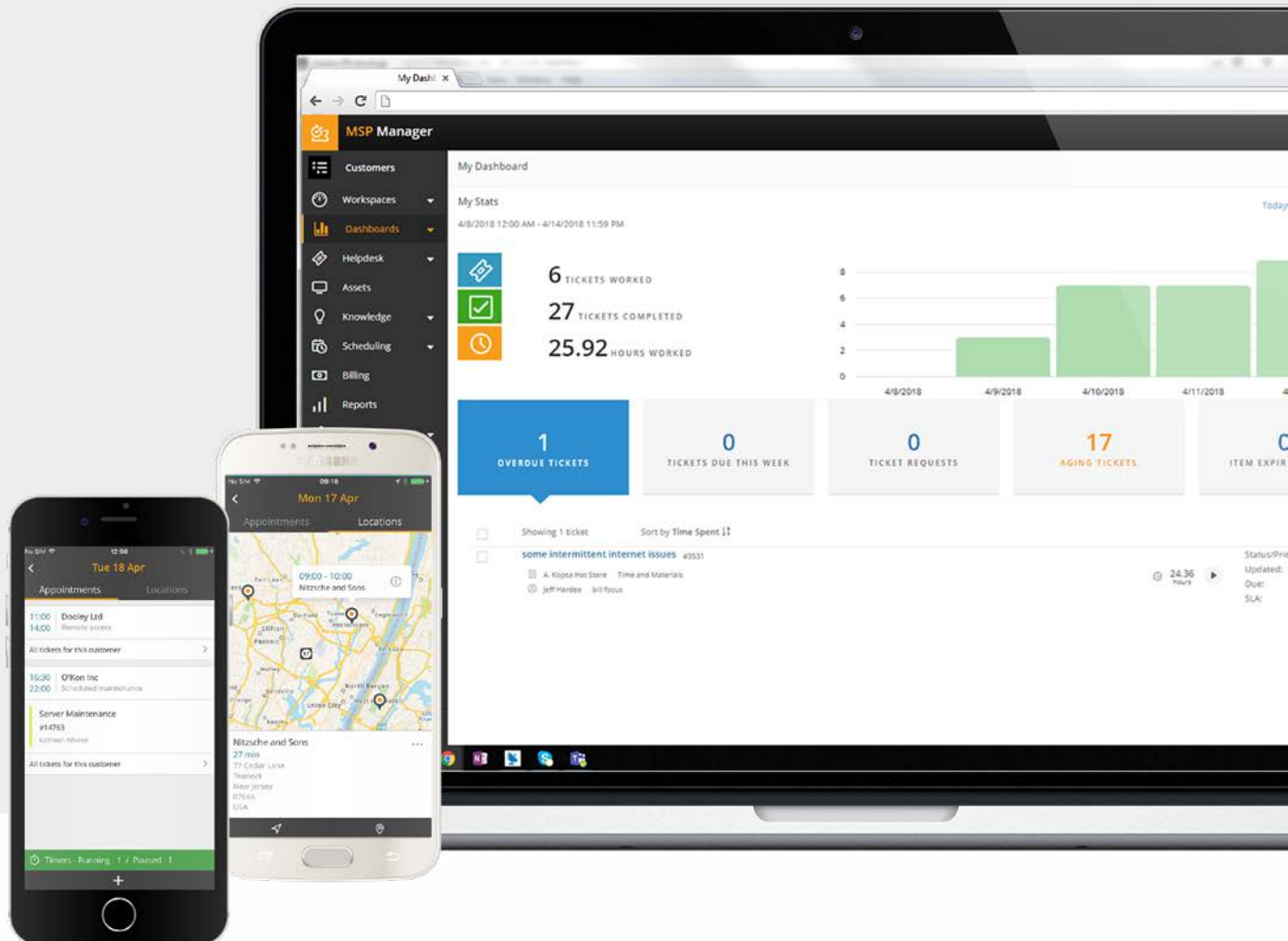


APP NOTE

MSP Manager: Your Ticket to Managed Services



The shortest journey from tickets to billing to growing your business

Managing technical teams and customer relationships while maintaining a healthy bottom line can be a daunting task for MSPs of any size. For small- and medium-sized MSPs, finding the right tools to help deliver prompt service, allocate resources effectively, maximize technicians' time, and bill customers accurately can be particularly challenging. MSP Manager™ from SolarWinds MSP is a cloud-based service-management platform

that allows you to create tickets in seconds and quickly generate professional invoices—everything an MSP needs to deliver quality service to their customers while turning that support time into money. And with the MSP Manager mobile app, technicians have all the customer and system information they need to provide great customer service—right in the palm of their hands.

A COMPLETE SERVICE MANAGEMENT SOLUTION TAILORED TO SMALL- AND MEDIUM-SIZED MSPs

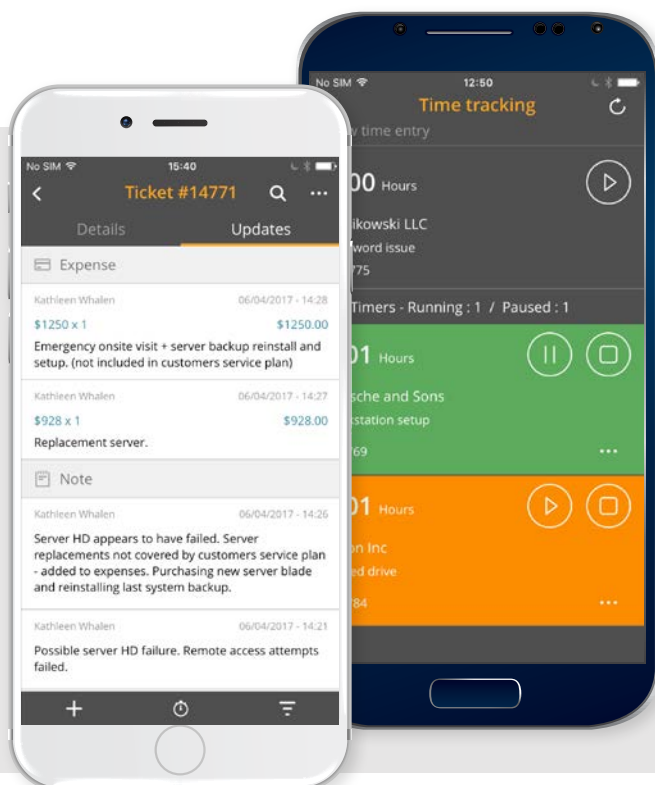
The right tools help MSPs efficiently manage both their technicians and their customers. Yet with basic help desk solutions lacking core business functionality—and with full-scale professional services automation (PSA) solutions often too complex—the choice of tools available to most small- and mid-sized MSPs has been limited.

MSP Manager from SolarWinds MSP offers the best of both worlds, combining help desk, service management and billing in a single cloud-based platform that helps them improve service delivery and gain greater insights into their business. Providing a streamlined suite of tools to help coordinate team members and manage and bill customers, MSP Manager provides a better way to manage service delivery.

HELP DESK: TICKET MANAGEMENT MADE EASY

The less time technicians spend on administrative tasks, the more time they have to support customers. With MSP Manager, tickets can be created and updated in a matter of seconds instead of minutes, meaning technicians can deliver fast and effective service immediately. Additionally, the MSP Manager mobile app for iOS®, Android®, or Windows® phones allows team members access to ticket information wherever they are.

MSP Manager also includes a number of productivity-enhancing dashboards, giving technicians an at-a-glance view of their upcoming tasks as well as a single point of access for key customer information such as passwords and recent activity. Help desk performance measurement is also simplified by giving MSPs a complete view of all technician activity to help ensure customers are properly supported and billable hours are maximized. Customers can even stay informed about the status of their active tickets by logging into a secure, easy-to-use online portal.



MAKE TECHNICIANS ULTRA EFFICIENT

The MSP Manager mobile app—available for iOS and Android devices—provides everything technicians need to create, work and close tickets while on the go. Instant access to the MSP’s knowledge base means all contact, device, password, and procedure information is at their fingertips. The Quick Ticket feature makes it lightning-fast to open tickets, and one-click time tracking means every hour is billed. More efficiency features include the ability to attach photos of error messages or configurations to tickets, location mapping to help reduce travel time, and quick logging of expenses while on the road.

SERVICE MANAGEMENT: MAXIMIZE TEAM EFFICIENCY

MSP Manager equips technicians with the knowledge they need to deliver more efficient and effective services, anywhere, anytime. Full synchronization with Microsoft® Outlook® and a drag-and-drop calendar view helps ensure each team member knows what to work on and provides a complete view for business owners to make sure their team is maximizing billable time.

Technicians are also better prepared for each engagement with MSP Manager Mobile and a centralized, cloud-based repository that gives them instant access to customer details, procedures, asset information and more—so they can deliver faster, more responsive support. MSP Manager tracks critical information, such as upcoming expirations for domain registrations, antivirus software, SSL certificates and more, allowing MSPs to proactively arrange for renewals and avoid any disruptions to their customers' businesses. Having quick access to customer information at the fingertips of every technician enables your team to delight your customers.

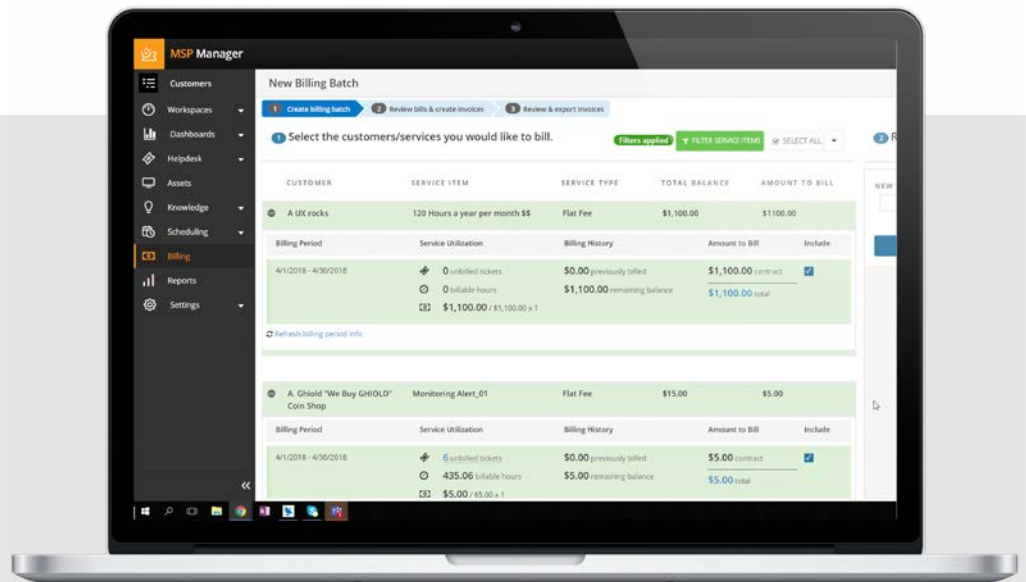
BILLING: TURN TIME INTO MONEY

Having a consolidated view of your month-to-date financials and the ability to create professional invoices in minutes is a huge relief for many MSPs. Integrated billing saves MSPs time while helping to increase the accuracy of their invoices. With support for multiple billing models—whether hourly, on retainer or fully managed services—MSPs can track time the way they need to while billing their customers in the way they like best.

MSPs can also generate multiple invoices simultaneously for faster, more efficient billing—and easily update draft invoices with new information using the MSP Manager software's easy-to-access format. And with deep integration with Xero®, QuickBooks® Desktop and QuickBooks Online, MSPs can export invoices directly to their preferred accounting software.

MAKING END-OF-MONTH BILLING EASIER

Reconciling all technician time and service contracts at the end of the month can be a struggle. SolarWinds MSP Manager can help whittle your billing process from days to just hours!



SIMPLE, AFFORDABLE SERVICE MANAGEMENT SOFTWARE

MSP Manager provides all the tools you need to manage your business. And MSP Manager Mobile gives technicians the tools they need to access and resolve issues efficiently anytime, anywhere. Optimize your managed services business with a help desk solution that simplifies and streamlines every aspect of support. Organizational tools will help you coordinate your team, give you faster access to customer information, and create professional invoices typically in minutes.

MSP Manager does more than just organize your business—it helps you grow it. Its ease-of-use allows your technicians to take on more customers without overworking themselves. Crystal-clear reports help you pinpoint opportunities for upsells and cross-sells. And finally, MSP Manager makes it easy for your techs to give excellent service, and for you to monitor quality, ensuring you keep your customers happy and loyal.

With cloud-based technology, you can rest assured that not only is it easy to use, but also there are no deployment, configuration, or ongoing maintenance headaches. This is service management made simple.

NORTH CAROLINA

4309 Emperor Blvd
Suite 400
Durham, NC 27703
USA
Tel: (919) 957 5099
Email: mssales@solarwinds.com

DUNDEE

The Vision Building
20 Greenmarket
Dundee, DD1 4QB
UK
Tel: +44 (0) 1382 309040
Email: mspinfo@solarwinds.com

TRY IT FREE

Full version available via
RMM & standalone

[solarwindsmsp.com/
products/msp-manager](http://solarwindsmsp.com/products/msp-manager)

BUSINESS GROWTH

SECURITY

INNOVATION



SolarWinds MSP empowers IT service providers with technologies to fuel their success. Solutions that integrate layered security, collective intelligence, and smart automation—both on-premises and in the cloud, backed by actionable data insights, help IT service providers get the job done easier and faster. SolarWinds MSP helps our customers focus on what matters most—meeting their SLAs and delivering services efficiently and effectively.