

MSP MANAGER: THE EASIEST WAY TO MANAGE YOUR IT SERVICE BUSINESS

A SolarWinds N-able Application Note

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 that will help them deliver prompt service, allocate resources effectively, maximize technicians' time and bill customers accurately can be particularly challenging. MSP Manager from SolarWinds N-able is a cloud-based service-management platform that can 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.



MSP Manager

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

The right tool helps MSPs efficiently manage both their technicians and their customers. Yet with basic helpdesk 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 N-able offers the best of both worlds, combining helpdesk, 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.

HELPDESK: 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 a single point of access for key customer information such as passwords and recent activity. Helpdesk performance measurement is also simplified by giving MSPs a complete view of all technician activity to 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.

Helping Win New Business



One MSP demonstrates the capabilities of MSP Manager during his initial sales meeting with customers to show them how easy it is for him to access their information. Demonstrating how fast and efficient support will be is a competitive differentiator that they use as a sales tool to help win new business.

SERVICE MANAGEMENT: Maximize Team Efficiency

MSP Manager equips technicians with the knowledge they need to deliver more efficient and effective services. Full synchronization with Microsoft Outlook and a drag-and-drop calendar view ensures 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 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.

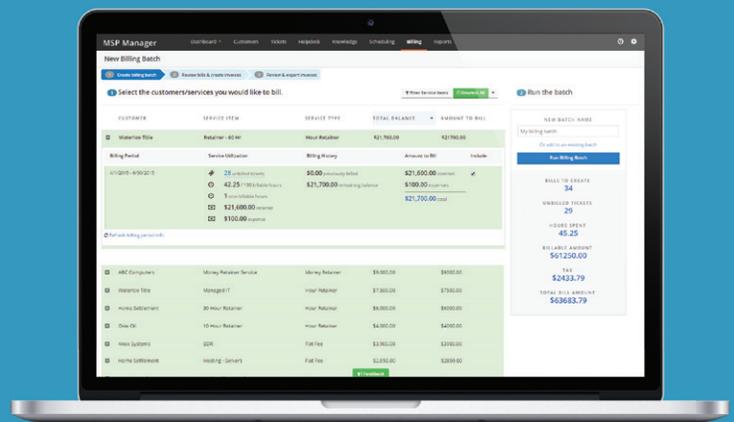
BILLING: Turn time into money

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 increasing 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 MSP Manager'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

One MSP struggled to reconcile all technician time and service contracts at the end of each month. With MSP Manager they were able to reduce what was a 4 day process of billing customers down to just 4 hours.



SIMPLE, AFFORDABLE SERVICE MANAGEMENT SOFTWARE

MSP Manager provides all the tools you need to manage your business easier. Optimize your managed services business with a helpdesk 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 in minutes.

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.

ABOUT SOLARWINDS N-ABLE

SolarWinds N-able is the global leading provider of complete IT management, Automation, and MSP business transformation solutions. N-able's award-winning N-central® is the industry's #1 RMM and MSP Service Automation Platform. N-able has a proven track record of helping MSPs standardize and automate the setup and delivery of IT services in order to achieve true scalability. N-central is backed by the most comprehensive business

enablement support services available today and the industry's only Freemium licensing model. Thousands of MSPs use N-able solutions to deliver scalable, flexible, profitable managed services to over 100,000 SMBs worldwide. With offices in North America, the Netherlands and Australia, N-able is 100% channel-friendly and maintains strategic partnerships with Microsoft®, Intel®, IBM®, CA®, and Cisco® among others.

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